

The background of the slide is a photograph of numerous cardboard boxes stacked together. A magnifying glass is positioned over one of the boxes in the center-right area, focusing on a shipping label. The label includes a 'P' logo, the text 'FIRST-CLASS PACKAGE', a barcode, and other smaller text. The magnifying glass has a silver rim and a clear lens. The boxes are various sizes and are secured with yellow packing tape. Some boxes also feature recycling symbols and handling instructions like 'fragile' or 'this side up'.

Allianz Global Corporate & Specialty®

Product Recall Solutions

Stewart Eaton
Regional Head of Product Recall

12 June 2017

Allianz 



Risk Landscape



How AGCS work for you?



AGCS Trends



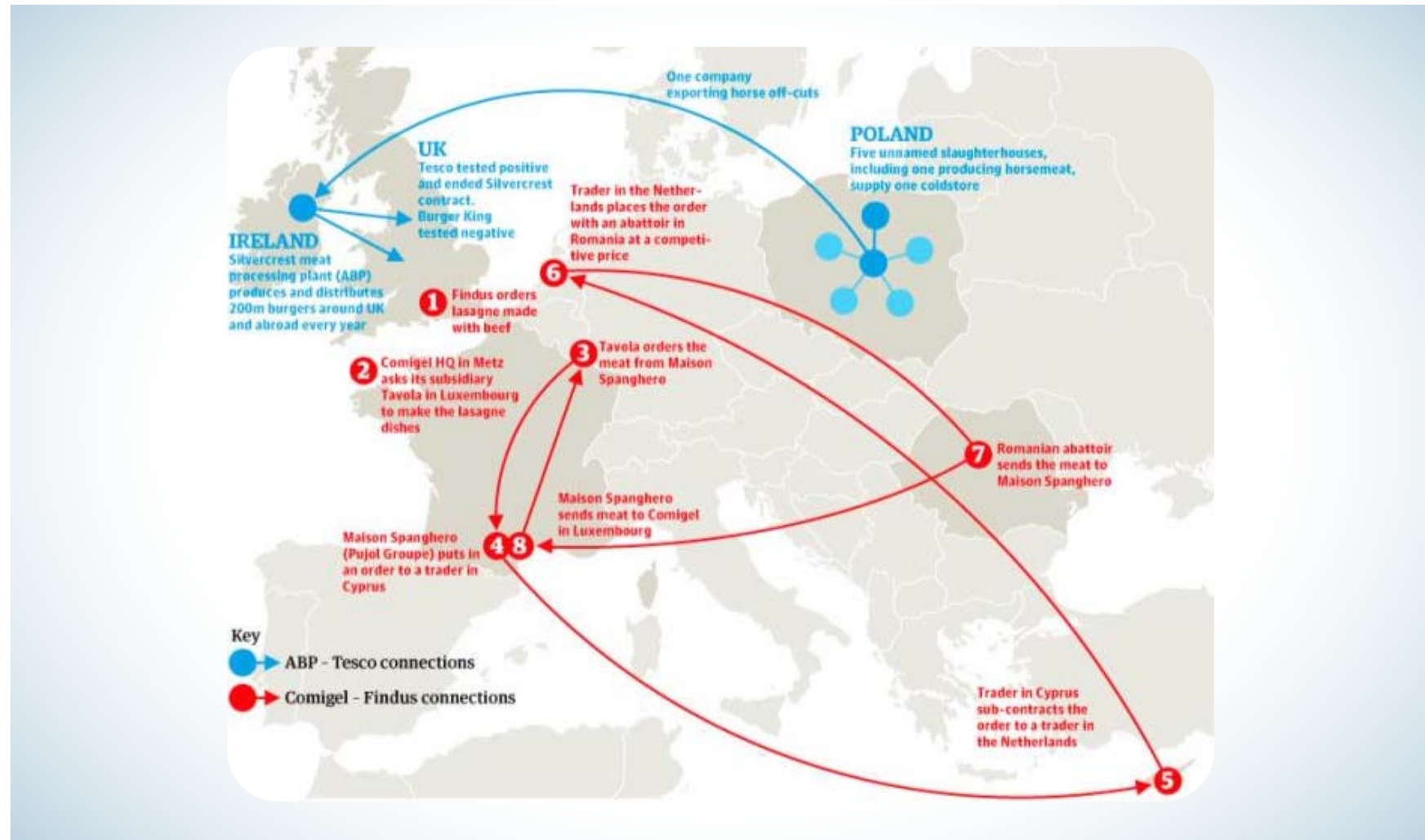
Group Exercise

The risk landscape from a product recall perspective (1/3)



The risk landscape from a product recall perspective (2/3)

Britain's horsemeat: The ABP and Comigel connections



The risk landscape from a product recall perspective (3/3)



Allianz Risk Barometer 2017

Top 10 Global Business Risks for 2017



Claims

What are the top causes of liability loss for global businesses?*



Defective product/work
e.g. design faults leading to injury and product recalls



Water/smoke/fire damage
e.g. to property, machinery, goods



Collision/crash
e.g. involving all forms of transportation



Environmental damage
e.g. pollution, spills, clean-up



Human error
e.g. employee mistakes



Natural hazards
e.g. business lost due to windstorm incident



Accidental nature/damage
e.g. damaged goods or equipment



Vandalism/terrorism
e.g. malicious damage and disruption



Slips/falls/falling objects
e.g. workplace/pedestrian incidents



Property damage
e.g. power cables impacted leading to loss of service

The top 10 causes of loss account for over **80%** of all liability losses.

The average large defective product/work incident can cost **€263,903**

Total number of claims analyzed **100,073**, Total value of claims **€8.85bn**

Average claim value **€88,408**, Median claim value **€2,712**

100 + countries in which claims arose, **750+** claims above €1m

* Top causes of liability loss expressed as a % of value of all claims analyzed.

Data set includes claims from all insurers, not just Allianz Global Corporate & Specialty. Financial lines claim:

Source: Allianz Global Corporate & Specialty.

Wordings & Products



Global Pro



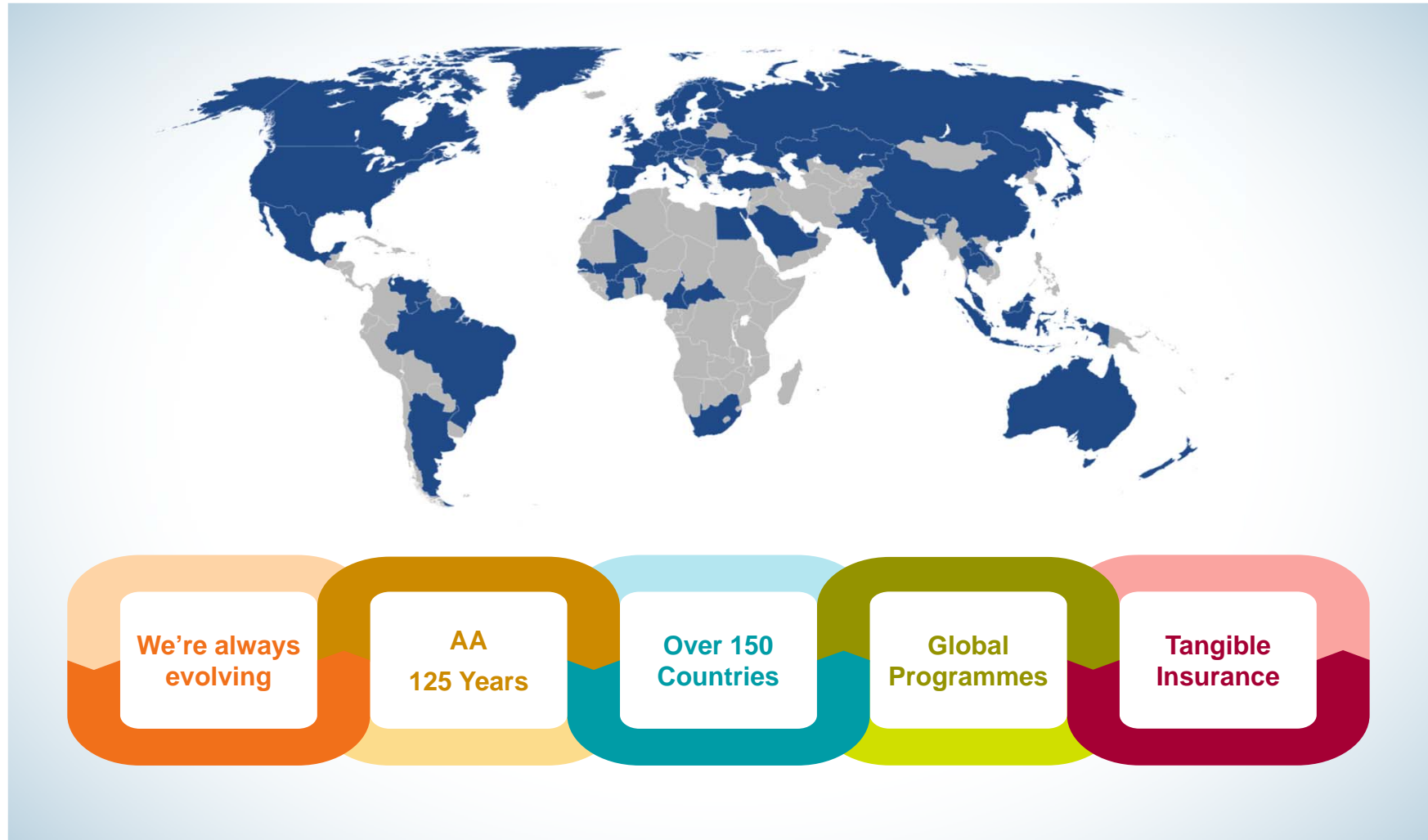
Automotive



Consumer Goods

We cover all aspects of the supply chain, apart from auto OEMS

How AGCS Work for you?



Our Unique Selling Points

- Modern Policy Covers & Wording
- Over 100 years of technical expertise in Product Recall, within the Crisis Management Team alone
- Monitoring emerging risk
- AA rated in over 150 countries, with 125 years
- €50Mn Line
- Strong Claims team with extensive Recall experience





What would you do in these circumstances?

- Number of complaints over past 24 hrs – sickness, stomach cramps, fever
- Your beef product has been implicated and is suspected to be contaminated with E Coli 0157
- You receive a call from a concerned parent about a child who is seriously ill. You need to answer quickly
- A news reporter calls you and criticises your safety procedures and asks how you could be so reckless by sending product to consumers that are contaminated
- M&S senior management decide to take ALL of your products from their shelves. They will discuss next steps with their lawyers
- How well was this handled?

**Thank you
for your
participation**