

# Catlin Connects

Spring 2009 Edition

## Message from the President

**Welcome to the new edition of our newsletter, Catlin Connects. It has been some time since the last issue but as I'm sure you are all aware there have been some significant changes at Catlin Canada over the last few months.**

I assumed the role of President of the Canadian operation in September following Mike Wills' departure. I am very pleased with the progress made in the last six months and will remain focused on achieving our ultimate goal – to be a niche specialty carrier with a differentiation in product offering and service. We have a new management team in place and a clear strategy for the next three years as to how we will deliver on our business plan.

A key appointment for us was David Huebel as Chief Underwriting Officer. David joined Catlin in January, having previously been the President & CEO of GCAN. His primary role is to grow our existing product lines and to create opportunities in new business sectors for us. This will be achieved by adding experienced staff to our existing lines, hiring new teams of Underwriters and expanding our distribution network, in the controlled and selective fashion we have exhibited to date.

We entered the Energy sector in December with the acquisition of a team of three people in our Calgary office led by Greg Joyce. Greg was previously the Western Regional manager for GCAN and is highly respected in the local market in the Energy, Property & Construction sectors. See Greg's article on page three in this edition that expands on our plans for this important line of business.

In addition to this article we also have news on our Professional Lines activity and details of our ongoing strategy towards the Marine sector.



Mike Hansen, President

We also have a number of major system and infrastructure developments happening in the next few months, all of which will improve the quality of the product and service that we provide.

Finally, I must touch on the extraordinary collapse of the global financial system and the impact it may have on our own industry as well as the fundamental changes it is forcing on many of the industries we service. I am confident that Catlin is well positioned both financially and strategically to take advantage of the opportunities this will present. Our solid capital base, a stable management team and a talented workforce will allow us to rise to, and meet the challenges of the new environment we find ourselves in.

We certainly appreciate your continued support of Catlin Canada and I will continue to make you aware of the positive developments in our operation over the coming months.



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PROFESSIONAL  
LIABILITY



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OIL AND GAS



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CATLIN ARCTIC SURVEY

# Catlin works with Coast Underwriters

Catlin Canada is pleased to announce that, effective April 1, 2009, we will be partnering with Coast Underwriters on our marine business.

**“We expect that this relationship will greatly expand our marine business as well as provide opportunities for complimentary products in the future.” commented David Watts, Aviation & Marine Manager.**

While Catlin is maintaining our own capacity, the majority of the marine business will be written through Coast in the future.

To further clarify, all new and renewal marine policies effective on or after April 1, 2009 will be placed through Coast with some exceptions.

Coast Underwriting has been writing marine insurance for nearly 60 years in the Canadian market. They maintain offices in major marine markets across Canada.

Please direct any inquiries to David Watts, Aviation & Marine Manager at 403-539-1994 or david.watts@catlin.com.



# Professional Liability/ Errors & Omissions Launch a Success

When the Professional Liability/Errors & Omissions product was launched in 2008, it was met with tremendous support, enabling Catlin's dynamic, customer-driven underwriting approach to be fully demonstrated and appreciated.

This class of professional liability insurance can be written – either standard or uniquely tailored – to cover a wide range of professionals, from individual practitioners and partnerships to large, multi-million dollar corporations. The occupations we insure include:



- Architects
- Design/build companies
- Research & Development companies
- Engineers
- Management consultants
- Miscellaneous professions

Miscellaneous professions can be described as any person, partnership or company that provides advice, design, or professional specification services, which includes an enormous spectrum of professions. The majority of these miscellaneous professions are well within Catlin's capabilities and appetite.

Catlin's professional liability policy provides protection from financially devastating and reputation-damaging claims made by clients. More specifically, coverage provides protection for:

- Failure in a duty of care
- Libel and slander
- Deductible not applicable to Defence costs
- Loss of professional documents
- Defence costs in addition to policy limits

Coverage can be tailor-made to suit the needs of individual risks of each profession with capacity limits up to \$10 million (CAD). In addition, we offer claims handling provisions and/or agreements that guarantee that only appropriate experts in the field are selected to handle a claim.

Catlin's open-minded strategy to underwriting is risk management-focused, with our in-house professional risk manager assisting clients in every aspect of this topic, emphasizing our dedication to customer-focused underwriting.

The Professional Liability/Errors & Omissions product is written out of the Toronto office by Julie Glass. For more information please contact her at 416-644-3331 or julie.glass@catlin.com.

## Our product range continues to grow

Catlin Canada is pleased to announce that we will soon launch **Directors & Officers** Insurance. Complete details on this coverage and capacity will follow in the next newsletter. In the meantime, for inquiries regarding this upcoming product, please contact Julie Glass.

# Catlin's Energy focused on Canada's Energy

**For more than 20 years, The Catlin Group has been involved in both the Canadian energy industry and the worldwide energy market. Our dedication and attention to serving the oil, gas and energy market globally has positioned Catlin as a leader in this high profile class of business.**

The heart of Canada's oil and gas industry lies in Alberta, which is home to refineries, oil sands, and a vast range of new and well-established energy resources. It therefore made good business sense for Catlin to establish a local presence in the Canadian energy market by creating a committed energy underwriting team located in Calgary. This newly constructed team, which was assembled in December 2008, brings their industry experience and their passion for the energy sector to the table, and is composed of the following members:

#### **Greg Joyce, Product Manager**

Greg brings his 17 years of underwriting and management experience to this new energy underwriting team.

#### **John Alford, Energy/Property Underwriter**

John holds a Professional Engineering designation and 19 years of experience in Loss Prevention and Underwriting.

#### **Neil Jeanson, Senior Underwriter**

In addition to Neil's 17 years of industry experience as a broker and underwriter, he has gathered invaluable experience within the oil & gas industry, working directly for seismic and drilling contractors.

The team is fully empowered with local underwriting authority and decision making ability.

#### **Catlin's underwriting appetite**

Within the energy market, our primary focus is onshore, Canadian-domiciled business. The onshore energy portfolio consists of many components, including oil and gas lease property, upstream energy, midstream energy, downstream energy, and power generation risks. From a property perspective, here are just a few examples of the risks we are capable of writing:

- Integrated oil & gas companies
- Petrochemical plants
- Oil & gas storage facilities
- Oil sands/bitumen extraction operations
- Refineries/upgraders
- Oil & gas pipelines
- Fossil fuel power stations

#### **Oil & Gas Service Contractors**

Drilling Rigs



We are also prepared to write construction risks relating to all of the aforementioned risks.

We can service Canadian insured's with offshore exposures in cooperation with our colleagues in London.

Under the new energy line of business, we are capable of providing a Property/Construction Capacity of \$50 million (US). Coverage includes all risk property coverage (including or excluding Boiler & Machinery Breakdown), business interruption, contingent business interruption, and delay in start-up.

As a complement to our property and construction capabilities, we can also provide \$25 million (US) in excess casualty capacity for upstream energy business, and \$25 million (US) in wrap-up liability capacity.

#### **Claims handling**

Our coverage in the energy sector is comprehensive. Catlin is committed to ensure that all of our claims are managed in Canada, and we will use experienced, independent adjusters to assist us in this process. Utilizing local professionals allows us to focus on bringing the best solution available to our Canadian clientele.

It is with great excitement that Catlin introduces this new line of business to our portfolio, and we are pleased that we are able to offer the worldwide resources of the Catlin Group directly to the brokers and insured's here in Canada. We look forward to working with our brokers to build our book of business in this important area and maintain our position as a leader in the Canadian energy insurance market. Please contact Greg Joyce in the Calgary office at 403-539-1991 or greg.joyce@catlin.com for any inquiries regarding this new line-up of coverage.

# Staff & Office Updates

**Catlin's Toronto office has moved into our new suite (1210) at 36 Toronto St. As we continue to grow we'd also like to introduce our new staff members in both our Toronto and Calgary offices.**

**Our executive team:** Mike Hansen, President; David Huebel, Chief Underwriting Officer; April Savchuk, Risk & Claims Services Manager; Cassian Rodrigues, VP Finance & Operations.

**Other new staff in Toronto include:** Nick Mastine and Derek Greaves, Underwriting Assistants; Paul Robertson, Claims Examiner; Ana Nacic, Operations Assistant; Cynthia Craig, Policy Production Administrator; Churchill Louie, Accountant; George Zhu, Accounting Manager; Amrit Santhirasenan, Actuarial Manager.

**New staff in Calgary include:** Kim Black, Brandie Dery and Danielle Baker, Underwriting Assistants; John Alford, Energy and Property Underwriter; Greg Joyce, Product Manager – Energy.

## The Catlin Arctic Survey: essential scientific research combined with human adventure

It's not often an insurance/reinsurance company is offered the opportunity to sponsor an expedition with consequences that could be described as 'crucial' to the future of the Earth's population. However Catlin Group Limited, the parent company of Catlin Canada, is the title sponsor of just such an endeavour.

Despite the technological advances of the 20th century, we still only have estimates of the thickness of the sea ice cover on the Arctic Ocean. And insurance underwriters, who are used to basing their decisions on as many facts as possible, find this disturbing. Thus the Catlin Arctic Survey team will help measure precisely the thickness and density of the polar ice cap at the North Pole. They will work with an elite group of science partners including, WWF International, U.S. Navy and NASA to determine with a greater degree of accuracy how long the ice cap will remain.

After six months on a closely monitored fitness – and fatness –training program, the Catlin Arctic Survey's Ice Team began on its 1,200 kilometre trek to the geographic North Pole. Catlin Arctic Survey leader Pen Hadow and his two colleagues –Ann Daniels and photographer Martin Hartley – departed on their scientific adventure on February 27, after being flown 500 miles northwards from Resolute, the northernmost town in Canada. Their goal: to reach the Geographic North Pole by late May or early June. Along the way they will take approximately 12 million measurements of the thickness of the Arctic ice using a specially designed compact radar kit.

It's not easy. They have to drag their high-tech sledges across the jagged Arctic terrain for more than 1,000 kilometres. As spring arrives, they will increasingly be forced to swim, towing their sledges between ice floes. All the time, the Ice Team will be sending crucial data measuring the

thickness of the sea ice back to Catlin London headquarters by satellite link. The data collected will be processed and analyzed by Catlin Arctic Survey's scientific partners and the findings will be published in a report to be presented by WWF International at the important UN Climate Conference to be held in Copenhagen in November 2009.

Catlin is sponsoring the expedition because the implications of global warming for the insurance industry and policyholders are stark: the effects of climate change could affect a wide range of insurable events. "The potential effects of global warming will have a direct impact on Catlin's business," said Stephen Catlin, CEO of Catlin Group Limited. "The Catlin Arctic Survey will produce vital information that can be used by all those who must plan for the potential effects of global warming." Each of us has a stake in the issue of climate change, as both an insurance professional and a citizen of the world. Follow this historic journey at [www.catlinarcticsurvey.com](http://www.catlinarcticsurvey.com).



### Wondering what the team will be eating while travelling to the North Pole?

**BREAKFAST:**  
Cereal with mango or strawberry accompanied by chocolate, butter and two hot drinks

**SNACK**  
- "the nosebag" consists of chocolate pieces, nuts, cookies and salami.  
- Two litres of fluids

**DINNER**  
- Five 800 calorie rehydrated packaged meals accompanied by cheese, butter and a mug of hot chocolate.

PROPERTY • CASUALTY • CONSTRUCTION • BOILER & MACHINERY • AVIATION • MARINE • PROFESSIONAL LIABILITY • DIRECTORS & OFFICERS • ENERGY

**Toronto Head Office:**  
416-644-3312

**Calgary Office:**  
403-539-1970

To contact our underwriters or to submit a claim, please visit [www.catlincanada.com](http://www.catlincanada.com)

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