



TYSERS

The background is a teal color with a faint grid pattern. A silver stethoscope is positioned diagonally across the upper right portion of the image. A white line graph with square markers is overlaid on the lower portion of the image, showing an upward trend followed by a dip and then another upward trend.

HEALTHCARE

[tysers.com](http://tysers.com)

## ABOUT TYRSERS

Founded in 1820, Tysers is a leading independent international Lloyd's broker, based at the heart of the world's premier insurance market in London. Tysers employs over 1,000 people and handles in excess of US\$3 billion of annual premiums working with leading (re)insurance markets worldwide to deliver risk solutions to a global client base.

Tysers is a member of the AUB Group, an ASX200 listed company comprising insurance brokers and underwriting agencies placing more than \$4.4bn+ GWP.

The combination of Tysers and AUB creates a leading, international insurance broking group with a depth of expertise and capabilities and vast product offerings and specialisms.

Client satisfaction remains paramount to us, and our exceptional business retention rates are testament to this. From negotiating cover to claims management, our servicing teams develop close working relationships with clients, providing advice on all aspects of insurance and risk management.

- **Strong relationships**

In the market and with clients, we are respected for our specialist skills.

- **Superior client retention**

Driven by strong technical/problem solving expertise and claims service.

- **Global and Local presence**

Headquartered in the City of London with a network of regional UK offices and offices around the world.

- **Unique culture**

Centred on respect, integrity and trust for 200 years.

- **Independent**

Focused on delivering the best results for clients without short-term performance pressures.

- **Financial performance**

Delivering year-on-year growth and profitability, despite tough trading conditions.

## KEY STRENGTHS

### Wide Experience

We are experienced in arranging all types of insurance and reinsurance as well as binders, facilities and treaties.

### Expertise

We work closely with clients to establish what their concerns and needs are and, in turn, work with underwriters in order to find a solution that best suits all parties involved.

### Market Presence

Our market knowledge and long-established relationships with insurers and reinsurers ensure clients get the broadest cover available at the most competitive prices.

### Innovation

We pride ourselves on tailoring bespoke innovative solutions, at the best possible terms, in order to meet our clients' individual circumstances. We have small and large business facilities set with lead Lloyd's (re)insurers that we can utilise.

## CLAIMS

Claims are at the centre of Tysers' service offering and our claims staff are an integral part of the team.

Tysers' claims specialists work on the principle of providing all our clients with a first class claims service. All claims are handled within Tysers' London office, where claims, placing and processing are fully integrated as one cohesive unit providing ready access to international underwriters and in constant liaison with the placing division. Many other brokers have their claims handled in provincial/overseas offices or are even outsourced.

We seek to be unique amongst our peers in this respect.

Our claims service includes:

- Liaising with (re)insurers, loss adjusters and lawyers
- Regular claims updates
- Production of claims handling guidelines and procedures customised to the client's needs

The Claims department works very closely with the Tysers' Account Executive in all aspects of the loss to ensure that claims are negotiated to the maximum possible benefit of the client and in a quick and timely manner.



## HEALTHCARE

The Tysers Healthcare team has a long legacy and strong heritage in the healthcare market. It is a rapidly evolving sector, and one that is seeing increasing consumer demand. The Tysers healthcare team is committed to the needs of its clients and can provide innovative solutions, bespoke products and related healthcare services.

Tysers was founded 200 years ago and we take great pride in our ongoing independence. This independence gives us the ability to be the strongest possible advocates for our clients.

### US Hospital Liability

We have access to markets that will consider the full range of hospital categories; from small rural facilities, large community to multi-state systems, and large tertiary medical centres.

These markets are based in London, Bermuda and Europe.

Tysers deal with some of the most prestigious systems in the US, providing insurance solutions for clients as well as providing reinsurance solutions with both on-shore and off-shore captives.

Our clients frequently feature in the US News & World Report Honor Roll and Healthgrades Best Hospitals list.

### US Long Term Care & Allied / Miscellaneous Medical

We have access to markets that can provide primary and excess limits for a variety of facilities including multi-state / multi facility and for-profit facilities. They will consider facilities with low star ratings, facilities in difficult jurisdictions, and accounts with severity losses. We have access to markets with a broad appetite for most US allied healthcare sectors. These markets are based in London, Bermuda & Europe and can provide primary and excess limits.

We can support our clients with access to several claims' handlers / TPA's and law firms to help handle claims, as well as several Risk Management service providers.

Tysers has been the broker for one of the longest standing Long-Term Care binders in London, a facility currently celebrating its 20<sup>th</sup> year. Tysers is one of the largest Coverholder / MGA brokers in the London market, as such we can provide unparalleled service and tailored programs to our clients in this class.

### Non-US International Medical Malpractice

Outside of the US, we have access to markets with appetite for large institutional providers, SME Allied and Long-term care, as well as individual clinicians.

We are seeing increasing demand globally for healthcare products and coverage, and with Tysers unique footprint we have local knowledge with a global reach.



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