



# Our Client Service Standards

Prepared by Talisman S.à.r.l. for id Linked Members

## ABOUT TALISMAN

Talisman S.à.r.l. is an independent commercial insurance broker, based in Luxembourg. We provide EU-compliant insurance solutions for commercial entities and business executives.

Regulated and supervised by the Commissariat aux Assurances (CAA), the Talisman team has decades of insurance expertise, in local and international insurance markets. We offer tailored insurance programmes for clients who may have exposures in single or multiple territories. We particularly enjoy supporting clients with complex or unusual insurance needs.

We like to say that we are a refreshingly different broker. Our independent status frees us from the typical restraints of corporate bureaucracy – so we can be agile, flexible and creative.

To us, insurance is more than just an annual premium discussion. We forge strong, long-term professional relationships with our clients, by creating insurance solutions that evolve with their needs and strategy.

- Our goal is to give clients maximum confidence in their insurance programmes, with minimum administration and stress.
- Our imaginative approach means we understand how to tailor policy wordings to suit each client – rather than simply accepting standard solutions offered by many insurers.
- Our meticulous attention to detail, no nonsense approach and hands-on client service creates enduring client loyalty.
- Our clients declare that we go above and beyond the average insurance broker. We become a trusted partner and an integral part of their business family.



Our office is adjacent to the Grand Ducal Palace

## BESPOKE SERVICE STANDARDS

We provide the following service standards to our clients during the annual cycle of a policy.

- Pre-renewal discussion three to four months in advance of the programme renewal date. We often find this is a longer lead time than most brokers, as we aim to minimise stress and create adequate time to consider all the client's specific demands and needs and implement the solution.
- Presentation meeting/discussion of our Insurance Report to review our recommendations and obtain instructions of our proposed terms - ideally one month prior to renewal.
- Further review meetings/discussions, as considered appropriate by our client - we seek to regularly engage with clients to help ensure covers remain relevant to the risks that may be faced now, and in the future.
- We seek to instigate regular contact to keeping clients up-to-date with market developments and relevant issues.
- We offer informal training sessions, often complimented by other Luxembourg professional advisors, for clients and prospects as well as also for independent directors and executives.
- Continuous access to our Service Team in respect of cover queries, claims or any related issues.

## CLAIMS PROCEDURES

If a loss occurs, we know the most important service we provide is to reduce any concerns and workload. Our commitment is to ensure that clients will liaise with the person they know and work closely with and should not have to communicate with an unknown claims team, during what may be a very stressful time.

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**INSURANCE CATEGORIES**

As an independent Non- Life- Insurance Broker, we assist in numerous classes of Corporate Insurances, either on a single or multi-territory basis. Examples of insurance categories we manage for clients include (but not limited to):

- Accident and Health
- Casualty
- Construction
- Credit & Political Risk
- Cyber and Technology
- Environmental
- Life Science
- Marine
- Professional, Executives and Financial Risks
- Property
- Terrorism
- Transactional Risks

The **Talisman Independent Executive Protection (TIEP)** policy provides the individual Protected Executive with an insurance solution to help protect their personal wealth and reputation.

Complementary to an entity Directors & Officers Insurance policy, ILA members can purchase the **TIEP** policy at an exclusive rate. Talisman is delighted to be an Insurance partner of ILA, whilst also working with other professional bodies to offer both education around exposures faced and mitigation options to be considered.



**REGULATORY, STATUTORY, COMPLIANCE AND GLOBAL CONSIDERATIONS**

Talisman has specialist skills in creating Luxembourg-specific and/or multi-territory programmes. Due to the ever-increasing globalisation of business, it is more vital than ever to consider risk - and by extension, risk transfer options - for all territories in which our clients operate, transact or have exposure.

When considering multi-territory risks we focus on the six elements shown in the chart below, plus many more complex issues. To read more about multi-territory programme design we would be happy to share our other insights and materials.



*“We view insurance as our clients do: good insurance and well managed risks enables a business to function.”*

**WE ONLY SELECT LEADING INSURERS**

We are committed to providing our clients with the best possible advice and recommending products of the highest quality.

Insurer security is of paramount importance and Talisman selects insurers that we believe will be able to meet the payment of a claim, when and where it falls due. We regularly review the financial performance of insurers, referring to numerous rating agencies to help establish Insurer Financial Strength. This gives an opinion of the financial security characteristics of an insurance organisation with respect to its ability to pay under its insurance policies in accordance with their terms.

Our strategy is to only use those insurers with an “A” (Strong) rating or higher.



## REMUNERATION

At Talisman, we believe remuneration should be discussed openly and transparently. Dependent upon requirements we can be remunerated in one of two ways:

1. Via brokerage commission, where our income is inclusive within the premiums quoted by insurers.
2. Under an agreed fee arrangement, where insurer's terms are quoted net of brokerage commission and a separate placement or management fee is separately agreed with our client.

## NEXT STEPS

We would be delighted to discuss your requirements in detail. We offer various review options to suit your needs ahead of, or as part of, your next renewal process.

Thank you for your interest in Talisman. We hope we can be of service to you in the near future.

## CONTACT

Should you have any queries or require any further clarification please do not hesitate to contact us:

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