



Corporate Brochure **2023**

*Focus Fuels Success*

**Pro**  
GLOBAL

# Welcome to Pro Global

At our core, we're a team of specialist insurance experts who can simplify and transform complex and speciality insurance operations.

We guide, consult, improve, outsource and audit your specialist insurance businesses.

We work with brokers, insurers, reinsurers, insurtechs, Managing General Agents and third parties to help build solutions that will create economies of scale and fuel your success.



Expert guidance  
Specialist implementation





***“We believe that focus fuels success  
and working with Pro Global will  
allow you to concentrate on the core  
competencies that enable  
your business to excel.”***

Steve Lewis, CEO

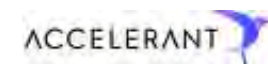
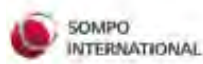
## Our story

**We were founded in 1993 as a run-off services provider. Since then, we've developed deep expertise in a broad range of specialised policy areas.**

The majority of the largest Lloyd's syndicates, the five largest global reinsurers, and leading P&C insurers worldwide use Pro Global to improve their bottom line. We have offices in London, York (USA), Cologne, Buenos Aires and São Paulo, and can deliver multi-territory solutions for businesses of all sizes and specialisms.

We're known for our proactively professional approach, bringing our partners and technology together to enable business transformation.

A selection of clients that work with us.



At a glance



Our services and solutions are enhanced by an ecosystem of partnerships and technology

## Our people

**We are a forward thinking, innovative business in an industry that is transforming too. Our teams engage in very varied, interesting and challenging work. People join us with experience in multiple industries, not just insurance. We are committed to supporting employees to develop and will help you acquire professional and technical qualifications as well as personal growth and development.**

Over the years we've developed proven processes and proprietary technology, which allows us to deliver specialised solutions at scale. And we've never lost sight of the practitioner-led approach that built those systems which our clients today value so highly.

# Working together begins with a conversation

## Our culture

**We know that diversity of thought, background and experience enables better decision-making, improves the quality of our delivery and helps us to meet the needs of our customers.**

Our values are what hold this diverse team of specialists together. We hire people based on their ability to demonstrate these values from their past work and personal life. We are an inclusive organisation within which everyone can achieve their best.

**We get things done**

**We do the right thing**

**We bring new thinking**

**We're in it together**

**We are energised**

What's more, every year, our Pro Global offices each choose a charity to support, allowing us to give back to the communities in which we work. In the last year, our teams have fundraised for large national charities such as MacMillan Cancer Support, to more regionally specific charities such as Epilepsy Scotland, taking part in a whole host of activities, from cake-baking, 100-mile walks, and even skydiving.





*“The insurance industry is waking up to the importance of focusing on inclusion to fuel success and is starting to proactively close gaps throughout the talent pipeline. However, significant cultural disruption is still required by everyone in management and leadership roles, both on an individual and organisation-wide basis, if we want to consciously achieve fairness, balance, diversity, and equal opportunities right to the very top of the career ladder.”*

Louisa Pavis - Head of Consulting

# HOW WE HELP

Expert guidance. Specialist implementation.

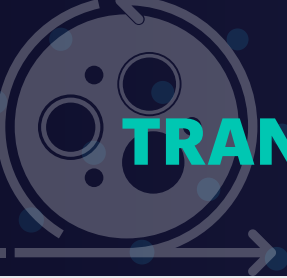




*“ Having identified Pro Global as our preferred partner to handle the claims administration for the German A&E PI portfolio, during the transaction process it was crucial that the operational migration was delivered in a timely and efficient manner. The fact this has been achieved despite notable disruption to the working environment in recent months is testament to the resilience of the parties’ operating models and to the dedication and collaboration shown by team members. We look forward to partnering with Pro Global on future opportunities ”*

**Chief Operating Officer,**

*A global (Re)Insurance group*



# TRANSFORM & INNOVATE



## Your Challenges

In a rapidly changing world, business as usual is no longer good enough. Sometimes you need an external perspective to diagnose the issues that could be limiting your revenue growth or show you how to exploit an opportunity to improve profitability. Powered by insights, technology, and a complete ecosystem of specialist insurance partners, we have everything needed to stimulate new thinking and fuel your success.

## Our Approach

In an increasingly disruptive and unpredictable market, Pro Consulting is the constant. Your specialist implementation partner with an expert understanding of your issues, and unmatched ability to deliver certainty, with external perspective and insight. We know how to translate strategic goals into bespoke, scalable solutions, and accelerate implementation plans, to deliver the transformation you need today so you are ready for the challenge tomorrow brings. Together, we make change happen, globally.

## Our solutions

- Strategy management
- Portfolio planning & business outcomes
- M&A, transitions & BAU landing
- Human performance and ways of working
- Operational resilience
- Operating model changes
- Process optimisation and automation
- Due diligence and vendor selection

## Your Challenges

Whether you want to solve an immediate issue today or translate a future vision into practical plans and processes, we can help.

Through our change management and implementation service, we transform specialist operations for all types of (re)insurance organisations, playing an active role in implementing plans and overseeing change making it happen.

Working across the market affords us a perspective on common challenges faced by our clients.

Here are some example problems we are solving today, but there are many more ways we can help:

### Lack of skills / experience / resource

- Lack of ability to translate needs into an actionable plan
- Inability to process certain types of information / organising information

### Regulation and Hygiene – operations

- Implementation of regulatory changes

### Scale issues and growing pains

- High / fast growth
- Volume of work / data (BDX specifically)

### Technology and process issues

- Non-structured
- Data

## Our Approach

We embed our experts within your team for as long as you need them and can help you get the most out of your people, technology, data and reporting or automation. Our experts help boost your capability to deliver savings, efficiencies and resilience that would otherwise be hard to achieve.

We take a hands-on approach to set up or improve the in-house specialist insurance functions you need for real operational excellence.

## Our solutions

### Project delivery & change management

- System selection & implementation
- Regulatory change

- Automated Bordeaux cleansing
- Augmented process outsourcing
- Interim & surge resourcing

- Data management transformation
- Management information, reporting & insights
- Onboarding & compliance



# OUTSOURCE & SCALE



## Your Challenges

In a rapidly changing market, it can be expensive to access, hire or scale specialist operations. This is just one of many reasons why organisations choose to outsource.

We get to identify the common challenges faced by a broad range of clients, which means we can develop best-in-class solutions in line with market changes – perfect for those who outsource to Pro Global.

## Our Approach

Using our expert on-shore resources, we can offer insurance services or specialist claims operations with economies of scale. This helps you free up your in-house specialists to focus on the more strategic work which gives you a competitive advantage and helps you win customers.

We take away the pain of hiring and managing back-office teams, while ensuring that your end-to-end function remains compliant. In the UK, our teams are based in Gloucester and Liverpool, and globally we have a USA team in York, Pennsylvania and are establishing a Spanish-speaking team in Buenos Aires.

## Our solutions

- Specialist talent shortages
- Operational resilience capacity
- Variable underwriting cycle demands
- Reduce cost and management time
- Scalability
- Focus your specialists on valuable work

## Your Challenges

We are a fully accredited Lloyd's auditor; so, whether you're an insurer, reinsurer, broker, insurtech or MGA, we can audit your in-house and third-party specialist insurance operations to ensure they meet both regulatory and your own corporate standards.

## Our Approach

Our specialist experts provide tailored claims, coverholder or technical audits, in multiple languages, with tangible recommendations from practitioners in your field. This is not just a box ticking exercise using contractors; we're a team of experts who can talk you through each stage of the process.

We deliver insights and recommendations beyond the standard Lloyd's report, and we can do so in multiple territories and languages.

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*Since appointing Pro Global on a three-year claims peer review contract, the quarterly output has never been anything other than first class and far superior to other providers we used previously. Their review team has worked seamlessly alongside our claims teams to provide independent surety that we are complying with both corporate and Lloyd's standards. Indeed, we were sufficiently impressed to have recently appointed Pro on a separate project. We really see them as a trusted partner to us.* //

**Head of Claims**, A global speciality lines insurance company

## Our solutions

- Regulatory standards
- Customer outcomes/fairness
- Third-party compliance
- Security or cyber threats
- Operational resilience
- Claims peer reviews
- Acquisition due diligence
- Lloyd's minimum standards

# WHAT WE DO

Expert Guidance. Specialist implementation.



*“ Pro Global’s ability to consolidate and streamline what had been a highly complex process across multiple systems into one hub has drastically improved the speed, efficiency and accuracy with which claims are handled. Throughout our working relationship, they have proven to be a valuable partner, both knowledgeable and well experienced in the legacy sector. ”*

**Portfolio Manager,**

*A global (re)insurance company*

# CONSULTING

## Services

### Transform & Innovate

We know how to translate strategic goals into bespoke scalable solutions, and accelerate implementation plans, to deliver the transformation you need today so you are ready for the challenge tomorrow brings.

**Together, we make change happen, globally.**

#### Transform and Innovate services

- Strategy management
- Portfolio planning & business outcomes
- M&A, transitions & BAU landing
- Human performance and ways of working
- Operational resilience
- Operating model changes
- Process optimisation and automation
- Due diligence and vendor selection

#### Change and Implement services

- Project delivery & change management
- System selection & implementation
- Regulatory change
- Automated Bordeaux cleansing
- Augmented process outsourcing
- Interim & surge resourcing
- Data management transformation
- Management information, reporting & insights
- Onboarding & compliance

## Helping you be different

In a rapidly changing world, business as usual is no longer good enough. Sometimes you need an external perspective to diagnose the issues that could be limiting your revenue growth or show you how to exploit an opportunity to improve profitability.

### Areas of focus

Strategy Management - Portfolio Planning - Earned Value Management - Business Outcomes - Mergers and Acquisitions - Transitions - BAU Landing - Human Performance - Ways of Working - Operational Resilience - Operating Model Changes - Process Optimisation - Automation - Digital Workforce - Due Diligence - Vendor Selection

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## Change and Implement

### Working smarter not harder

It can be expensive and time consuming to hire, onboard and scale specialist operations in a rapidly growing market. We embed our insurance experts within your team for as long as you need them. Helping you get the most out of your processes, data, systems or people. Our team is just as comfortable selling an innovative proposal to the C-Suite, as they are rolling their sleeves up and logging into your systems to clear a mountain of unprocessed bordereaux.

### Areas of focus

Automated Bordereaux Cleansing (ABC) - Augmented Process Outsourcing (APO) - Robotic Process Automation (RPA) - Intelligent Document Processing (IDP) - Machine Learning (ML) - Cleansing Augmented Intelligence (CAI) - MGA Onboarding

## Your specialist implementation partner

We will design, build, test, implement and run a tailor-made data transformation programme just for you. Our technical experts are known for our proactive professional approach, making things possible, getting things done, and working with partners to make bigger things happen.

## Making change happen

Our consultants know how to manage change and deliver projects with certainty and confidence. We will listen to you and do what you need, playing an active role in implementing plans and managing change that reinforces your culture, ensuring the pace of change fits you perfectly today, and will sustainably scale as you grow tomorrow.

## Areas of focus

Project Delivery - Change Management - Test Execution - Business Analysis - Benefits Realisation System Selection - IT Change - Tech Implementation - Proof of Concepts - Regulatory Change - Governance, Risk and Compliance - Work Execution Management - Interim and Surge Resourcing

Data solutions including: Strategy - Architecture - Portals - Acquisition - Management - Migrations - Remediation - Insights - Reconciliations - Extractions - Models - Transformation - Insights - Management Information - Scorecards - Reporting - Insights





# UNDERWRITING SUPPORT

## Overview

**Accuracy and efficiency are crucial to the underwriting process. We can help improve the agility and adaptability of your specialist underwriting operations to reduce costs and improve customer experience.**

The following are just some of the areas where we can provide advisory, consulting, outsourcing or auditor support:

- Delegated underwriting
- Intermediary support
- Technical processing
- Exposure management
- Data architecture and cleansing
- Policy administration
- Coverholder and policy audits

We can help you either optimise or audit your in-house operation, or even fully outsource one or more functions to allow your team to focus on revenue-generating activities.

## Services

### Policy Administration

We can take care of the heavy lifting when it comes to all aspects of policy administration and underwriting support, from quote preparation to risk capture. We are the solution to operational resilience, scalability or specialist people management headaches, and we can help to free up your teams giving you time to focus.

### Areas of focus

Technical processing, risk capture, aggregation or verification, data cleansing or geo-coding, bordereau processing, pre- and post-bind contract certainty, endorsements, quality assurance.

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### Delegated Authority Management

When you want to access new markets and specialise through delegated authorities, we help you put processes and controls in place to minimise risk and retain operational control. You get access to comprehensive reporting via an online portal and specialist DUA audits.

### Areas of focus

Bordereau mapping, reconciliation, collections or quality improvements. Regulatory and compliance checks, coverholder risk insights, structured data extracts for third-party systems or delegated underwriting and claims audits.

## Exposure Management & Data Cleansing Services

Turbo-charge your underwriting performance and optimise your analyst's time with our data cleansing services, powered by the Cleansing Augmented Intelligence (CAI™) platform. CAI is focused on cleansing the SOV data for land-based property risk that feeds your catastrophe and exposure models, transforming the speed and accuracy of the data; the fuel that powers your proprietary modelling outcomes.

### Areas of focus

Data cleansing services.

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*Informed and supported by our Consulting and Audit services.*



# FINANCIAL & TECHNICAL ACCOUNTING

## Overview

**Accelerating cash flow, maximising reinsurance recoveries, releasing redundant reserves or recovering bad debt all benefit your bottom line. We have the specialist expertise you need to resolve problems or to provide flexible ongoing support, in areas including:**

- Financial accounting
- Technical accounting audits
- Loss fund management and audits
- Cash management
- Credit control
- Reserving
- Intermediary support
- Broker services

Pro Global can build out a flexible technical accounting solution that will make meeting regulatory requirements more cost effective.

## Services

### Credit Control & IBA

Capital efficiency is crucial in today's market. Effective collection practices lead to enhanced cash flow management and efficient capital reallocation. We can help you maximise your premium and reinsurance assets by speeding up debt collection with specialist professionals to complement existing credit control and IBA teams, or we can provide a team to manage it under pre-agreed service levels.

### Areas of focus

Billings, statements and collection; bank reconciliation and cash matching; aged debt reviews and reporting; bad debt and broker trapped cash recovery; commutations.

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### Unallocated Cash Clearance

The underlying structure of an insurance business can create an unallocated cash problem, either through manual allocation and mismatches caused by system constraints, ineffective accounting, and/or legacy system migrations. Pro Global can deliver cash clarity through its three -step resolve, remodel and maintain approach, and improve overall liquidity.

### Areas of focus

Legacy system migrations; inherited unallocated cash through M&A; better controls and unallocated cash monitoring; unallocated cash resolution designing and testing new processes.



## **Broker & Intermediary Support**

Our broker support services free you up to work on core revenue-generating activities, all while improving your customer experience. We can help with technical processing through to settlement, as well as management insight and compliance.

### **Areas of focus**

Finance and compliance support, virtual broker offerings, flexible systems implementation, process monitoring, data cleansing, client money handling (CASS5).

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*Informed and supported by our Consulting and Audit services.*



# CLAIMS MANAGEMENT

## Overview

**As risks become increasingly complex, effective claims management gets more sophisticated and it's not always feasible to employ all the specialist expertise in-house. Using our innovative claims platforms, we can leverage automation and data analytics to drive efficiencies throughout the claim lifecycle.**

This data led approach combined with our market positioning enables you to manage emerging risks and protect indemnity spend, whilst ensuring the correct outcomes are achieved for Claimants. We can also leverage economies of scale in terms of our internal expertise, partner strategy, operating costs and technology to improve your outcomes.

Whatever your risk portfolio, we have the expertise to support your complex claims requirements, including highly specialised claims capabilities, delivering advisory, full delegated claims handling, outsourcing and auditing services.

- Employers' & Public Liability (EL/PL)
- Lloyd's and London market specialty claims support

### Legacy claims solutions

- Peer reviews, due diligence, post M&A transaction services
- Post close audit and governance
- Claims handling, processing and portfolio outsource management
- Operations and data transformation services
- Auditing delegated claims functions

Whatever your area of focus, we have the expertise to handle, simplify and streamline your claims operations.

## Services

### Legacy claims and Run-Off solutions

Pro enables you to take a more proactive approach to managing legacy liabilities. Combining deep expertise in legacy claims management with specialist claims technology, we have developed a proven approach to legacy-portfolio management that allows you to put all your focus back on your core business.

### Areas of focus

Strategic portfolio advice on legacy claims; run-off planning; deal due-diligence; front-end inwards legacy claims management; back-office support; data solutions; operational transformation; reserve analysis; actuarial review; broker replacement; maximise outwards reinsurance; regulatory compliance.

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### Employers' and Public Liability (EL/PL)

Our experts manage all of your claims needs, including complex disease, illness and claims that are sensitive in nature and can advise on best strategies for your portfolio, as well as streamline your processes to reduce friction for you and your claimants. We focus on speed of achieving the right outcomes, while treating your policy holders and claimants fairly at all times.

### Areas of focus

Streamlining claims processes; complex disease, abuse and casualty claims; claims reserving; reducing legal costs; EL claims outsourcing or technology platforms; legal/technical help with challenging cases.

## Specialist Claims Handling & Admin

We help you simplify procedures, reducing operational costs while delivering excellent customer experience. We also provide surge resources to cover peak periods of claims activity. Our experts work proactively, freeing up your claims personnel to focus on other activities.

### Areas of focus

Key performance indicators that lead to the right claimant outcomes; measuring and monitoring performance; reducing manual effort with automation, qualified and experienced staff; claims philosophies and process and procedures that align to our clients' strategies.

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## Specialist Claims Platform

For complex liability and legacy claims we use Pelican, our end-to-end digital claims platform. Pelican offers an integrated platform which creates a single version of the truth, automates processes, increases efficiency, removes duplication, improves lifecycle and reduces operational costs.

### Areas of focus

We focus on accurate claims exposure analysis across complex specialty liability and legacy claims, rather than just policy-based analysis. Ensuring claims are managed efficiently and effectively, whether in respect of indemnity or operational costs. Increasingly, these challenges are best answered through technology enablers.





# AUDIT & ASSURANCE

## Overview

**Here at Pro Global, we aim to deliver comprehensive global audit assurance through practitioner expertise. Our auditors have specialist knowledge across policy risk and administration, claims, financial and technical accounting, and cyber security. We provide a seamless end-to-end audit offering for multiple territories and languages, both on-site or remote. In 2021, we audited 184 coverholders and delegated claims administrators, covering more than 360 binder relationships.**

We use management models and innovative approaches that are tailored to your requirements, covering all major classes of (re)insurance. Combined with our deep subject matter expertise and experience, we can deliver reporting integrity (that is, user-friendly), assurance and insight on areas including:

- Regulatory standards
- Customer outcomes/fairness
- Third-party compliance
- Security or cyber threats
- Operational resilience
- Claims peer reviews
- Acquisition due diligence
- Lloyd's minimum standards

We are a fully accredited Lloyd's auditor. We can therefore audit your in-house and third-party specialist insurance operations, and even help to ensure they meet both regulatory and your own corporate standards.

## Services

### Policy & Technical Audits

As one of the largest providers of audit services to the Lloyd's and Company markets, our team has practical experience in underwriting, technical accounting/finance, claims adjusting, IT and compliance. We can help you implement and maintain an effective assurance framework and audit programme.

### Areas of focus

Coverholder & MGA audits; pre-bind audits; technical accounting audits; loss fund audits.

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### Claims Audits

Our market-leading claims audits can help to improve claims management performance, while ensuring compliance with processes and standards. We are accredited Lloyd's Claims File reviewers (CFR) and can provide robust management information on adherence to both corporate and regulatory standards.

### Areas of focus

Claims peer reviews, Lloyd's claims file reviews, TPA/DCA audits, leakage and reserving audits, claims due diligence.

## Cyber Audits

Pro Global has partnered with Cyber Security Associates (CSA) to provide a shared knowledge solution. As well as undertaking cyber audits, we can provide 24/7 monitoring of your systems to help identify potential attacks. Our (re)insurance SMEs and cyber security experts can work collaboratively with you to implement current best practices with mitigating controls to reduce your exposure to both major incidents and minor cyber-crime.

## Areas of focus

Vulnerability assessment, cyber claims handling, user awareness training, risk/compliance assessment, emerging threat discovery and development of preventative measures, defining and implementing processes in accordance with legal/regulatory requirement, calculation of business interruption losses, physical security assessment, managed security service provider.



# Welcome to Pro MGA Global Solutions

**Pro MGA Global Solutions offers an equal blend of business and technical skills.**

Our team has extensive experience of the Lloyd's and London company markets, across a wide range of disciplines, including brokers, service providers and insurers. What's more, our team has highly relevant expertise in the MGA arena across international platforms.

This know-how enables us to help MGAs establish themselves without fuss and avoid the pitfalls as they develop, grow, and potentially realise a capital event.



Expert guidance  
Specialist implementation  
Business Ambition





*“We’re a team of specialist MGA experts who can design delegated authority businesses and scale insurance operations. Whether you’re an entrepreneur, an underwriter or a capital investor, we can help you realise your ambitions and deliver value from a specialist MGA.”*

Danny Maleary, CEO  
ProMGA Global Solutions

# HOW WE HELP

## Overview

**Established in 2017, our independent platform provides an entrepreneurial environment for ambitious underwriters who want to make a difference.**

We focus on achieving an 'end game' capital event for each MGA cell, through shared purpose and aligned business goals.

Our platform encompasses a comprehensive range of services, enabling us to design with each MGA cell a support structure suited to their particular needs – all geared towards growing the business through the incubation period.

Specialist services supporting business growth include capital investment; acquisition (where required to complement organic growth); capacity providers with aligned interests; and a structured approach to introducing new business opportunities.

We are the specialist MGA experts and the perfect partner to scale with your ambition and enable the vision for your MGA.

### **Independent MGA Cell Incubation:**

- We provide underwriting oversight expertise and regulatory platforms to enable your MGA to trade
- Not only do we help set up your MGA, but we provide guidance and regulatory oversight that enables your MGA to flourish
- We also provide operational support

### **Independent MGA Facilitation & Portfolio Management:**

- We help with portfolio oversight, product distribution, and programme management

# WHAT WE DO

## Support for every stage of your MGA

### **Design your business**

We provide guidance on the creation of your new MGA concept. Firstly, we use a creative and rigorous discovery processes to check its feasibility before you invest fully. This then allows us to design the right products and support structure to realise your vision and introduce the capital partners you will need to make it grow.

### **Govern regulatory compliance**

We also provide delegated authority oversight and management, and you can access our regulatory and oversight controls and systems for real-time compliance. In addition, an expert member of our leadership team can sit on your board to ensure that your risk capital requirements are met, and your business is trading in a compliant manner.

### **Enable you to trade**

Not only do we provide an independent risk-incubation solution, but we also provide the regulatory platform and oversight frameworks that allows you to insure your clients in a price-sensitive way, grow a sustainable business, and maximise the returns from your underwriting strategy. Our sister company's (Pro Global) full suite of operational consulting, outsourcing and audit services are also at your disposal.

### **Facilitate an exit/acquisition**

We focus on applying innovation to enable each MGA cell to achieve an 'end game' capital event from the incubation period. We build aligned interests, facilitate capital investment at different stages of the business plan, and deliver new business in the cell's target markets using our extensive market contacts.

## **Programme-manage your portfolio**

### **Facilitation and Portfolio Management**

As well as offering start-up and existing MGA incubation and support services, we also offer facilitation solutions (known as Programme or Portfolio Management in some global territories).

This includes Portfolio Oversight for Inwards Distribution Partners to simplify placement and product distribution for Risk Capital Partners.

### **Specialist Technology, Expert Insights**

We use a specifically designed Facilitation Policy Admin System, which allows all pre and post bind activities to be managed digitally. The functionality of our portal means that the system can be quickly and securely rolled out to local Inwards Distribution Partner(s) office(s).

We have locally based, authorised MGA Programme Manager Platforms in three territories: Pro MGA Solutions Limited in the UK; Pro MGA Solutions Europe GmbH in Europe; and Pro MGA Inc in the USA). Additional programme manager platforms are currently being developed across EMEA and LatAm.





# ABOUT US

Expert guidance. Specialist implementation.





*“ They are a very engaging group of people to work with, offering open communication, a ‘can do’ attitude towards problem solving and an extremely pragmatic mindset in terms of solution design. ”*

**Head of Operations,**

*Global Speciality (Re)Insurer*



# LEADERSHIP TEAM



**Steve Lewis**  
Chief Executive Officer  
& Group Head of Claims



**Andrew Donnelly**  
Chief Financial Officer



**Chris Everson**  
Chief Operations Officer



**Patrick Francis-Lang**  
Head of Human Resources



**Mike Dalzell**  
Head of Compliance,  
Risk & Governance



**Chris Buer**  
Head of Marketing  
& External Communications



**Louisa Pavis**  
Head of Consulting



**Richard Emmett**  
Head of Insurance Services



**Pervin Sivanathan**  
Head of Audit & Advisory



**Danny Maleary**  
Chief Executive Officer  
Pro Global MGA Solutions



**Julie Osborn**  
Head of US Operations  
& Strategic Initiatives



**Martin Alejandro Smith**  
Managing Director, Latin America



**Roman Claudius Claren**  
Managing Director, Europe



# GLOBAL REACH

We know that different insurance international markets require different specialisms. Every territory has its own regulatory and compliance landscape and unique risks. That's why we have spent 28 years tailoring our specialist expertise for multiple markets and languages.



# Pro

G L O B A L

**130** clients

**29** years' experience

**10+** global office locations

**650+** staff



# UK

**Pro Global has been operating across the UK for 29 years and our head office is in the City of London, for proximity to the London Insurance Market.**

**Email:** [getintouch@pro-global.com](mailto:getintouch@pro-global.com)

#### **Pro Global UK Subsidiaries**

1 America Square,  
17 Crosswall, London, EC3N 2LB  
United Kingdom

**Tel:** +44 (0)207 068 8000

#### **Gloucester office address:**

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Southgate Street  
Gloucester  
GL1 1UB  
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**Tel:** +44(0)1452 782500

#### **Glasgow office address:**

Suite 6  
The Garment Factory  
10 Montrose Street  
Glasgow  
G1 1ET

**Tel:** +44 (0)20 7068 8500

#### **Horsham office address:**

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Suite 209  
Afon Building  
5 River Mead  
Worthing Road  
Horsham, RH12 1TL

**Tel:** +44 (0)20 7068 8500

#### **Liverpool office address:**

c/o Regus  
Suite 526  
5th Floor  
Horton House  
Exchange Flags  
Liverpool, L2 3PF

**Tel:** +44 (0)20 7068 8500





# USA

**Pro Global has been operating in the USA for 18 years. With our team covering all time zones, we have local experts in both the regulatory landscape and the specialist insurance policies that are unique to the USA, backed by the global reach to support multi-territory operations. We use our expertise to advise, implement, outsource, or audit your insurance operation wherever you trade.**

**Email:** [getintouch@pro-global.com](mailto:getintouch@pro-global.com)

Our US team offers a broad range of global services, across policy administration, claims management and technical accounting.

[Additional USA specific services: ProTucket](#)  
[Please visit our website for further information.](#)

## **Pro Global US Subsidiaries**

3501 Concord Road  
PO Box 22008  
York  
PA 17402  
USA  
**Tel:** +1 800 876 3350





# LATAM

**Pro Global has been operating in Latin America since 1999. We have both local regulatory experts as well as specialist insurance experts backed by Pro's Global reach to support multi-territory operations. We use our expertise to advise, implement, outsource or audit your insurance operation wherever you trade.**

**Email:** [getintouch@pro-global.com](mailto:getintouch@pro-global.com)

Additional LatAm specific services

SECTOR ART: Lider: Daniel Caratti

SECTOR P&C : Lider: Franco Sanna

Please visit our website for further information.

## **Argentina — Buenos Aires**

Pro Insurance Solutions SA  
and Subsidiaries

Reconquista 559 Piso 8

(C1003 ABK)

Ciudad Autónoma de Buenos Aires

Buenos Aires

Argentina

**Tel:** +54 11 4312 8600

## **Colombia — Bogotá**

Pro Insurance Solutions SA

Representative Office

CONNECTUM - Gestión de Proyectos  
Ltda.

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Bogotá, Colombia

**Tel:** +57 1 317 7289

## **Perú — Lima**

Pro Insurance Solutions SA

Representative Office

La Habana 440 San Isidro

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## **Brazil — São Paulo**

Pro Insurance Solutions Consultoria

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ZIP 04.029-901

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# EUROPE

**Pro has been operating in Germany since 2016. With offices in Cologne and Unna we have local experts in both the regulatory landscape and specialist insurance policies that are unique to the German market, backed by the global reach to support multi-territory operations. We use our expertise to advise, implement, outsource, or audit your insurance operation wherever you trade.**

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Additional European specific services:

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