A smiling woman with glasses and a polka-dot shirt, looking towards the right. The background is a bokeh of colorful lights. The text 'Corporate Brochure 2024' is in white, with '2024' in teal. Below it, 'Focus Fuels Success' is in a white script font.

Corporate Brochure **2024**
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.

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.

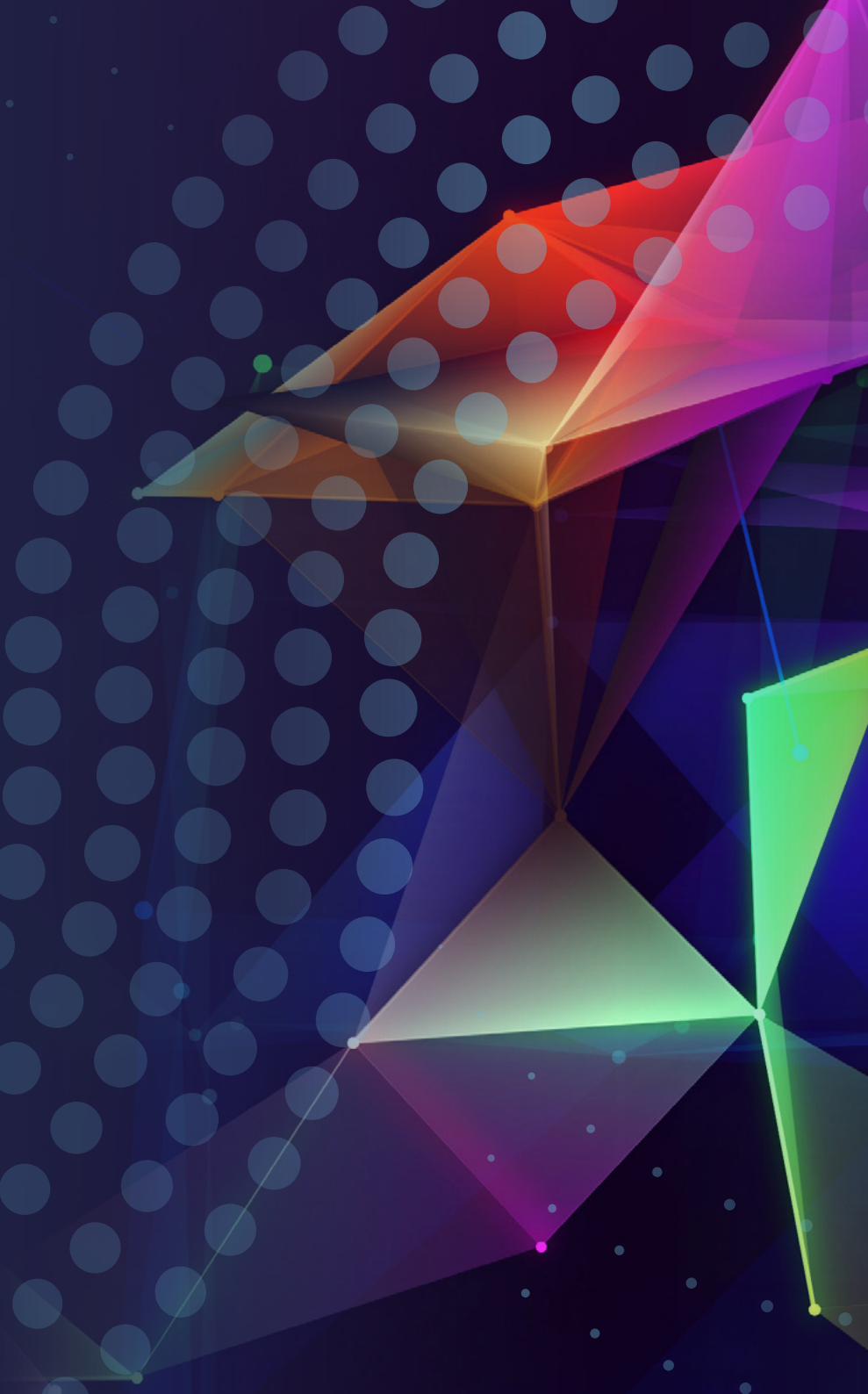


“The insurance industry is waking up to the importance of focusing on inclusion to fuel success and is starting to proactively close gaps throughout the talent pipeline. However, significant cultural disruption is still required by everyone in management and leadership roles, both on an individual and 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 Digital Services

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. ”

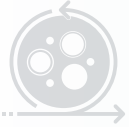
Chief Operating Officer,

A global (Re)Insurance group

HOW WE HELP



As your trusted advisor, we enable your business to concentrate on value-adding activities and achieve sustainable growth. Leveraging our deep domain expertise, we develop solutions that foster transformation, facilitating smooth change implementations and optimising efficiency through scalable outsourcing and streamlined operations. Our global reach and commitment to tailored solutions enhance your efficiency and position your business for success. By working with us, you can leverage our subject matter expertise and technology to enhance your transformative journey and provide the freedom to focus on revenue-generating activities, maximising efficiency and driving growth.



Transform & Innovate

We help you stay ahead of the curve. Our team of experts continually explores new technology and solutions, ensuring your business remains competitive and efficient. By embracing innovation, you can unlock new opportunities, streamline processes, and create better experiences for your customers.



Change & Implement

We understand that change is necessary for growth. That's why we take your strategic goals and translate them into actionable plans. Our change management specialists and subject matter experts ensure a smooth and effective transition, minimising disruption and maximising the positive impact of your transformation.



Outsource & Scale

Your in-house specialists are invaluable. Our outsourcing solutions allow them to focus on strategic tasks while we handle day-to-day operations. We provide experienced professionals who ensure compliance and operational excellence. This approach reduces costs and frees up your resources, enabling you to scale your business.



Technology & Automation

We believe automation is for everyone. By integrating advanced technology with our services, we create streamlined workflows that boost efficiency and quality. Our partnerships with market-leading technology providers give us access to a wide range of solutions, customised to your specific needs. The combination of these technologies with Pro's subject matter experts ensures seamless implementation and optimal outcomes. Together, we can harness the power of automation to drive your business growth.



Global MGA Solutions

Managing General Agents (MGAs) are essential to the insurance industry. Whether you're established or just starting out, our end-to-end solutions provide the support you need to succeed. From regulatory compliance to operational optimisation, our services enable MGAs to achieve their strategic goals. Our comprehensive facilitation solutions, including Portfolio Oversight for Inwards Distribution Partners, simplify placement and product distribution for Risk Capital Partners. This ensures a streamlined process, connecting MGAs with the right capital and distribution channels efficiently. Our support services also cover start-up MGA incubation, ongoing operational support, and strategic guidance, ensuring that MGAs can focus on their core business activities thereby securing business momentum and growth. Our multi-territory platform allows us to enable the incubation of new MGAs and provide established MGAs with broader territory access, supporting a range of global strategies.

OUR SERVICES

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

DIGITAL SERVICES

Human-Led, Digitally Enabled Solutions for Enhanced Efficiency

In a rapidly changing world, business as usual is no longer good enough. Our team of experts, supported by a comprehensive suite of digital services, is dedicated to driving efficiency through robotics, intelligent automation, and tailored software solutions. We partner with leading technology vendors across the market to offer a wide range of digital solutions that cater to your specific needs. We specialise in augmenting your existing business models in claims management, insurance services, MGA, and audit.

Your Challenges

- **Employee Distraction:** Manual, repetitive tasks take valuable time and focus away from strategic initiatives.
- **Financial Limitations:** Rising costs and limited resources make it difficult to scale operations effectively.
- **Regulatory Pressures:** Staying compliant with evolving regulations requires significant time and effort.
- **Data Overload:** The sheer volume of data can overwhelm your team, making it difficult to extract valuable insights.
- **Legacy Systems:** Outdated technology can hinder your ability to adapt to changing market conditions.

Our Approach

We understand that digital transformation is not one-size-fits-all. Our approach is rooted in collaboration and understanding. We take the time to listen to your unique challenges and goals, understand your pain points, and identify opportunities for process optimisation, ensuring that our solutions are perfectly aligned with your specific needs. Our team of seasoned professionals brings a wealth of industry experience to the table, guiding you through every step of the digital journey.

Our Solutions

Automated Solutions: Our scalable solutions remove the obstacles to automation for businesses of all sizes. We boost efficiency and quality by seamlessly integrating advanced technology with our outsourced services. Through our expertise and strategic partnerships with leading technology providers, we provide digital solutions that, combined with our industry knowledge and partner's innovations, deliver custom solutions that drive business growth.

Digital Transformation Consulting: Streamline your operations and achieve greater accuracy, speed, and cost-effectiveness across all your service lines. We offer traditional advisory and consultancy support, as well as hands-on process optimisation, empowering you to successfully execute your digital strategies. There is a common misunderstanding that a process has to be automated "as is" rather than "what can be". One of the fundamentals of automation (specifically

RPA) is that the process has to be rules based, whilst this is true, we have many times optimised a process to create rules that were not necessarily in place/visible before.

Propel Automation: Eliminate barriers to automation adoption with our affordable, scalable SaaS solutions designed for businesses of all sizes.
In-House Software Solutions: Enhance efficiency and quality with our proprietary technology that seamlessly integrates with our outsourced service offerings.
Digital Partner Solutions: Leveraging our expertise and partnerships with leading technology vendors, we offer a curated selection of best-in-class digital solutions. By blending our deep industry knowledge with our partners' cutting-edge technologies, we deliver tailored solutions that drive innovation and maximise your return on investment.

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Why Choose Pro Global?

We are committed to delivering measurable results, providing you with the tools and strategies to unlock new levels of efficiency, productivity, and growth. We combine our deep industry knowledge with cutting-edge technology to create bespoke solutions that deliver real results.

Partner with Pro Global to:

- **Become Data-First:** Harness the power of data to make informed decisions and drive business growth. We'll help you transition from document-first to data-first processes, or augment your existing document-first workflows with intelligent document processing (IDP) to unlock the full potential of your data.
- **Embrace Digital Connectivity:** Facilitate digital strategies and accelerate your operational efficiency.
- **Reduce Costs:** Streamline processes and eliminate inefficiencies to achieve significant cost savings.
- **Improve Accuracy:** Minimise errors and ensure data integrity through automation and intelligent workflows.
- **Increase Scalability:** Adapt to changing demands and grow your business with flexible, scalable solutions.
- **Enhance Customer Experience:** Deliver faster, more personalised service to your clients.
- **Empower Your Workforce:** Free your employees from mundane tasks, allowing them to focus on strategic, value-added work.



Overview

In an era where 57% of SMEs worry that big business RPA adoption might push them out of the market, Propel Automation stands as a beacon. We're passionate about a more efficient, innovative, and productive work environment where employees thrive.

By offering zero-barrier, low-cost SaaS Automated Solutions, we're making sure that everyone, irrespective of their business size, gets a fair shot at the future.

Automate the Future

Imagine long, tedious processes completed in moments. Propel Automation introduces the future of work – "Digital Assistants".

They operate just like your employees, but at an unparalleled scale and speed, running 24/7 without restructuring your existing systems. By removing the mundane tasks, you not only save costs but also boost innovation, productivity, and staff morale.

In fact, automation can increase productivity by up to 60%.

Why Propel Automation?

- Innovative Solutions - leading Robotic Process Automation SaaS Solution.
- Zero Entry Barriers - begin your journey without hurdles.
- Cost-Effective - low entry cost and no need for infrastructure re-organisation.
- Expertise - our team consists of Automation Anywhere Master and Advanced certified developers.

Services

Implement 360° Solutions

Full RPA implementation tailored for SMEs. Propel Automation will guide you from licensing allocation, through development and production, liberating your team from repetitive tasks.

From license allocation and to full implementation and architecture management.

Automation - RPA Centre of Excellence

Leveraging Automation Anywhere's renowned software, we identify, assess, and produce top-tier automation solutions. Our consultants are Master, Advanced, and IQ Bot certified on Automation Anywhere platforms, ensuring consistent outstanding service.

Establish a knowledge-sharing hub for best practices, support, and research among your employees.

Training and Mentorship

Go beyond just maintaining. Empower your company with the knowledge needed to continue scaling your automation initiatives. Upskill your team with the best in RPA Solution training on the Automation Anywhere platform. Nurture your automation environment, letting it evolve as your business does.

Data Driven Insights

For the re/insurance sector, being data-driven is not just a choice, it's a strategic imperative. Insurance businesses must harness the power of data to make more informed decisions, enhance operational efficiency, exercise better oversight and ensure regulatory compliance.

Data-driven insights enable insurers to accurately assess risks, pricing and underwriting, thereby improving underwriting profitability. It is the mission of Propel Automation and the Pro Global Digital services ecosystem to empower our data-driven industry to grow, evolve and succeed.



Cyber Essentials - Certified Plus

Propel Automation holds the Cyber Essentials certification, a government-backed endorsement of our commitment to safeguarding your data. This certification ensures that we have robust cybersecurity measures in place, reducing risks, enhancing data protection, and building trust among our clients. By choosing us, you benefit from a secure and reliable partner who prioritises your security, aligns with industry standards, and offers a competitive edge in the market.



Automation Anywhere

Our ethos revolves around hard work, friendliness, professionalism, and partnership. With our solid partnership with Automation Anywhere, the leading global provider of RPA Solutions, we've set a high benchmark in the industry.



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 our AI data cleansing system. Our system 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.



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.

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).



BROKER SERVICES

Overview

One of the main challenges that brokers face is achieving sustainable growth and efficient scalability of new ideas and product lines in today's volatile economic environment. This goes hand in hand with a broker's overall operational resilience in a sector where talented and experienced team members are tough to find, train and retain.

At the same time, the introduction and practical application of exciting new technology is bringing changes and pressures to the broking sector.

At Pro Global, our Broker Services Team has a wealth of knowledge and experience across multiple disciplines, business classes and territories. This allows us to act as a natural extension of your in-house team, offering creative and forward-thinking solutions based on best practice in the market.

We have the expertise to help support brokers with issues such as, operational resilience, scalability, specialist resource requirements, and the implementation of new technology and data initiatives.

The experts at Pro have first hand experience of many of the pain points that Brokers face as they seek to grow a successful, sustainable and resilient business. We are laser focused on supporting our broker clients with a broad range of services.

Services

Premium processing

The experts at Pro have focused in on premium processing as a key pain point for mid to large sized brokers, and we offer comprehensive professional support.

Areas of focus

Policy update; Addition or deletion of underwriting group, addition or amendments of interests, taxes and fees, market splits, risk sharing commission; Process premium, interests, taxes, fees, payment schedules; London Premium Advice Notes (LPANs) for Bureau and underwriting closings for Non-Bureau Mid-term adjustments or endorsement processing; non-premium endorsements, internal adjustments and creation of non-client transactions; Issuance of invoices to clients; Query resolution; Reporting.

Claims administration and triage

We have significant experience in managing and improving all aspects of claims administration and triage in partnership with brokers. As the leading re/insurance trusted advisor, we apply our knowledge of best practice and perspective on the common pain points we see to ensure excellence in claims throughout the administration lifecycle.

Areas of focus

First Notification of Loss (FNOL), Interim Advices, Complex claims.

Insurance Broking Accounts (IBA)

Managing and reconciling Insurance Broking Accounts is a critical function for brokers that is central to ensuring the efficient use of capital, rapid payment of all valid claims and compliant cash allocation.

Areas of focus

Insurer IBA (Bureau Payments to/ from Bureau Markets, Non-Bureau Premium and Claim Payments to/from non-Bureau Markets, Cash Allocation) and Client IBA.

Legacy processing

Legacy books of business require efficient and compliant management, but brokers can sometimes struggle to allocate the right resources to this function, particularly when live business is growing. Pro Global has rich experience in managing legacy business and improving processes to realise the most efficient run-off and financial closure of a book, recovering funding and uncollected brokerage and resolving aged, outstanding technical transactions and cash.

Areas of focus

Technical accounting of legacy books of business, Legacy claims handling, Recovery of funding and uncollected brokerage, Unallocated cash resolution, Focused run-off of discontinued lines of business.



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.

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 SERVICES

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

MGA/Policy & Underwriting Audits; Technical Audits, Post Audit Consultancy; Loss fund audits; Premium Audits Due Diligence; Agency Management Review.

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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; Medical Bill Re-Audits.

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.



AUDIT SERVICES / continued

Third Party Administrator (TPA) Audits

Holistic review of a Third Party Administrators' claim practices, claim management, and performance standards. Thorough review of claim guidelines and adherence to regulatory and contractual guidelines.

Areas of focus

Third Party Administrator Audits; Due Diligence; Post Audit Consultancy; Medical Bill Re-Audit.

Internal Audit Services

Augment your internal audit team with Pro's experts, or allow Pro to perform a Due Diligence review of your current internal audit system.

Areas of focus

Internal Audit Services.

Regulatory Audits

Pro's experts have experience in working closely with insurance regulators in performing detailed reviews of carriers on their behalf. Leverage Pro's experience in ensuring industry participants are meeting regulatory standards.

Areas of focus

Regulatory Audits.

Compliance & Advisory Services

Augment your compliance staff and allow Pro to provide support and ensure regulatory requirements are met. As industry standards evolve, our experts help define best practices and solutions to elevate your compliance posture.

Areas of focus

Compliance and advisory audits.

“

I would give your auditors 10/10 and commend them for their common sense and no-nonsense approach. Many thanks for creating a smooth and painless audit!

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A Lloyd's Managing Agent & their Coverholder

Welcome to Pro MGA Global Solutions

We are the preferred go-to partner for MGA oversight and management.

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.

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



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

WHAT WE DO

At Pro MGA Global Solutions, our team brings an equal blend of business and technical skills, ensuring a comprehensive approach to supporting MGAs across international platforms.

Support for every stage of 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.

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 Digital Services



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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

At Pro, we are committed to making a positive impact on the environment and society. We believe that strong Environmental, Social, and Governance (ESG) practices are essential for long-term success and for building a sustainable future.

Environmental

Our commitment to reducing our environmental impact is unwavering, with a target of achieving Net Zero emissions by 2040. We have implemented a range of initiatives to reduce our carbon footprint, including transitioning our offices to renewable energy sources, implementing energy-efficient technologies, reducing waste and promoting recycling, encouraging sustainable transportation options for employees, and partnering with suppliers who share our commitment to sustainability.

Social

We believe in fostering a diverse and inclusive workplace where everyone feels valued and respected. Our initiatives include promoting diversity and inclusion at all levels of our organisation, providing training and development opportunities for our employees, and supporting employee well-being through various programmes and initiatives. We also strive to create a positive impact in the communities where we operate by partnering with local charities and community organisations.

Our Belonging Strategy focuses on career development, employee well-being, diversity and inclusion, and community engagement. We have also established a Charity Committee to support local community projects and initiatives.

Governance

At Pro, we promote strong oversight, transparency, and risk management at all levels of our organisation, ensuring the resilience and long-term preservation of value for our business.

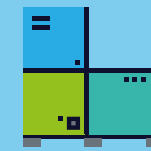
A robust three lines of defence model is maintained through our Governance Risk and Compliance function and the maintenance and strengthening of Data Protection controls, IT Infrastructure and IT Security ensures our operational resilience, which is a critical component for the success of our business.

A strong governance focus is applied from top down on employee wellbeing, diversity and inclusion, health and safety, operational resilience, data security and regulatory compliance. Clear and effective governance for ESG has been established ensuring senior leadership has accountability for their governance practices.

We have implemented rigid policies, procedures, and training in areas such as diversity, ethics, and data protection, to promote a culture of integrity. We also maintain strong stakeholder relationships through transparency, open communication, and active engagement.



100%
of our
electricity is
sourced from
renewable
sources.



We have reduced
our office space
by over
50%,
leading to
significant energy
savings.



We have
implemented a
salary sacrifice
scheme to
encourage
employees to
switch to electric
vehicles.



“Our ESG journey is ongoing, and we are constantly looking for ways to improve our performance. We are committed to working with our stakeholders to build a more sustainable future for all.”

Mike Dalzell, Head of Compliance,
Risk & Governance

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 30+ years tailoring our specialist expertise for multiple markets and languages.



Pro

G L O B A L

180+ clients

30+ years' experience

10+ global office locations

820+ 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.

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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

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.

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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

Additional LatAm specific services

SECTOR ART: Lider: Cintia Atay

SECTOR P&C : Lider: Sabrina Nieto

Please visit our website for further information.

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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.

Email: getintouch@pro-global.com

Additional European specific services:

Europe: Pro Claims Solutions GmbH - Disability

Pro Insurance Solutions GmbH

Please visit our website for further information.

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Pro Claims Solutions GmbH

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59425

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PRO
GLOBAL

Expert Guidance
Specialist Imp...

'We simplify, transform and enable your insurance operations. We can help you transform your operational effectiveness, implement effective changes, outsource and scale your operations, audit your organisational compliance and enable your MGA.'

We're known for our proactively professional approach and working together with you begins with a conversation. Email us for a chat
getintouch@pro-global.com

Focus Fuels Success

pro-global.com

Pro
GLOBAL