



Canopus is a global specialty lines (re)insurer. We believe that our people make us different. We challenge the prevailing wisdom, we ask the difficult questions and we are proud to offer an independent view of risk.

Together We're Better

Claims

About Canopus

Together We're Better

Canopus is a global speciality (re)insurer with operations in Australia, Bermuda, Singapore, the UK, the US, Malaysia (Labuan) and China (through Lloyd's China). We are privately owned and are proud to offer an independent view of risk – our expert people ask the difficult questions so that our clients get exactly the solutions they need.

ILS

Our ILS platform offers investors straightforward access to the (re)insurance markets, using the underwriting skill and distribution of the Canopus group.

At Canopus we genuinely want to foster a distinctive, positive culture. A culture which gives space for us all to flourish as people

Underwriting Platforms

- Lloyd's: Syndicate 4444, managed by Canopus Managing Agents Ltd
- US: surplus lines insurance company, Canopus US Insurance, Inc
- Bermuda: Canopus Reinsurance Ltd

Financial Strength Ratings

- Syndicate 4444 shares the Lloyd's ratings of:
A+ (Strong), Standard & Poor's
AA- (Very Strong), Fitch
A (Excellent), AM Best
- Canopus US Insurance, Inc:
A- (Excellent), AM Best
- Canopus Reinsurance Ltd:
A- (Excellent), AM Best

Claims

Together We're Better

Discover
more about
our vision
here

Our vision

To continually push the boundaries of customer expectation through an empowered, collaborative and innovative approach to claims; to be the envy of the market.

The Canopius claims values – what we commit to, and what you can expect from us:

- **Honesty** – we act with honesty, integrity and fairness at all times
- **Accountability** – we are accountable for our actions; we deliver on our promises and commitments
- **Collaboration** – we seek to understand and exceed the needs of our customers; we work together and help others
- **Communication** – we communicate openly, with honesty, clarity, warmth and respect. We listen
- **Innovation** – we challenge the way things are done to drive change and continuous improvement for our customers

Claims

Together We're Better

Canopus is setting a new standard for claims performance. Our aim is to push the boundaries of customer service excellence through an empowered, collaborative and innovative approach to claims that makes us the envy of the market.

We don't see claims as a tick box process. Our claims service is a differentiating factor for Canopus; a superior claims service will mean that brokers want to place their business with Canopus, and insureds want to renew with us.

The provision of a responsive, expert, value-adding service is at the forefront of everything we do and we aim to put our customers at the heart of all of our decisions. Others agree – we were awarded the LMA Claims Team of the Year in 2018.

Canopus has a team of over 70 experienced and commercially focused claims adjusters, across a number of global locations. Our team is made up of product and class specific specialists who understand your industry and field. Our adjusters are highly skilled with a wealth of industry and sector experience, and many of our professionals have worked in top law firms, loss adjusters and insurance brokers.

Where we need to engage experts to provide a more bespoke service, we strategically partner with a panel of specialised professional service providers who understand our vision, whilst we remain involved and accountable throughout.

We work closely with our underwriters to understand your business; the claims team is structured to ensure close alignment with underwriters and we work collaboratively to ensure the best outcome.

During 2019, our claims team managed more than \$1bn in reserves on claims and dealt with catastrophe claims amounting to more than \$173m, earning a reputation for honouring our commitments swiftly and fairly.

Claims

Our Team

Canopus Claims Leadership Team



Gabrielle Folliard

Global Head of Claims

D +44 (0)20 7337 3872

M +44 (0)7471 036506

gabrielle.folliard@canopus.com

As global head of claims, Gabrielle is responsible for all aspects claims delivery, setting and delivering the group's claims strategy, working closely with the international offices. Heading the Canopus claims leadership team, she oversees a team of over 70 adjusters, which she leads with energy and enthusiasm. With a background in law, having practised as a solicitor for seven years at an international law firm, she has extensive experience in claims management with a proven track record in driving change. Gabrielle sits on the LMA Claims Committee and, believing that people are our greatest asset, sponsors the LMA Claims Curriculum, ensuring that the claims workforce is supported and upskilled for the needs of the future.

An active and passionate member of Canopus' Inclusion and Diversity committee, Gabrielle believes that fostering a broader talent eco-system can be transformative both within Canopus and beyond. Gabrielle is a regular panel presenter and speaker at market events.



Jennifer Smith

Head of Specialty Claims

D +44 (0)20 7337 1187

M +44 (0)7919 561233

jennifer.smith@canopus.com

Jennifer joined Canopus in 2019 and heads up the specialty team. The team manages claims arising out of a number of classes including A&H, travel and contingency, general liability, cyber, credit and political risk, and professional and financial lines. Jennifer is a qualified solicitor and prior to joining Canopus, practiced

at a leading re/insurance law firm, as well as working in the specialty claims team at Markel. The specialty team comprises of experienced market practitioners who feature on various industry-specific committees and professional bodies. Jennifer and her team pride themselves on their technical expertise and ability to proactively manage a broad range of complex claims to successful resolution. Jennifer strives for excellent customer service by working collaboratively with customers, to understand their needs and find commercial solutions to claims. In 2016, Jennifer was awarded the International Association of Claims Professionals' Young Achiever of the Year award.



Akhtar Ahmed

Head of Reinsurance Claims

D +44 (0)20 7337 3694

M +44 (0)7584 315606

akhtar.ahmed@canopus.com

Akhtar joined Canopus in 2013. He has over 26 years' experience specialising in multiple classes of complex, high value reinsurance claims. This includes workers compensation, US general liability, US and Canadian auto liability, professional indemnity, D&O, London market casualty risk, 'cat & clash' programs, personal accident, property catastrophe and risk, catastrophe retrocession, treaty marine, energy and liability. Akhtar has gained valuable experience by working in both the Lloyd's and company markets. Akhtar leads a team of seven adjusters with a broad range of experience working together to fulfil stakeholder requirements in a timely and efficient manner. As a member of the claims leadership team, Akhtar works collaboratively to drive forward the Canopus claims vision, maintaining a focus on achieving optimal results for the group. He is also the group catastrophe coordinator, and has been involved in the drafting and implementing the group catastrophe response policy. Akhtar acts as deputy chair of the LMA Reinsurance Casualty Claims Group, focusing on responding to specific issues within the international reinsurance market.

Continued...

Claims

Our Team – continued



Angus Rogers

Head of Claims Operations

D +44 (0)20 7337 3759

M +44 (0)7551 154322

angus.rogers@canopius.com

Angus joined Canopius in 2013. As a senior claims manager, he has more than 25 years' experience covering a wide range of claims functions. He leads a diverse and passionate team, based in both London and India, designed to optimise efficiencies and skill sets. With experience both within the company and the Lloyd's market, Angus is uniquely placed to understand and recognise how to meet a variety of customer needs. He has a track record of supporting business growth through the identification and implementation of improved customer services and collaborative engagement. Angus participates in a number of market committees, and is a regular contributor and speaker at industry conferences and roundtables. He is an associate member of the Chartered Insurance Institute (CII) and holds a NEBOSH general certificate. Angus is dedicated to ensuring the Canopius claims team attracts, retains and develops the best talent whilst ensuring technology excellence to support the claims team.



Gurmeet Natt

Group Claims Operations Manager

D +44 (0)20 3943 4468

M +44 (0)7566 290474

gurmeet.natt@canopius.com

Gurmeet joined Canopius in 2019 and specialises in claims operations, focusing primarily on change. She has been working in financial services for 23 years and has extensive experience, appreciating the detail without losing sight of the big picture. Gurmeet has held numerous positions in the London market and with the Financial Conduct Authority. This experience has given her end-to-end vision with specific expertise in management information and business intelligence. Gurmeet leads a multi-disciplined team, with extensive data analytic skills to support the wider claims team. Gurmeet regularly takes part in market committees, and is open and receptive to supporting the ambitions of the younger generation of insurance claims professionals. She takes pride in her ability to devise creative solutions to complex business processes and delivering effective change, and believes claims is integral in creating solutions to meet the future strategic direction of Canopius.



Claims

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Global Head of Claims

D +44 (0)20 7337 3872

M +44 (0)7471 036506

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D +44 (0)20 7337 1187

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D +44 (0)20 7337 3694

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D +44 (0)20 7337 3759

M +44 (0)7551 154322

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D +44 (0)20 3943 4468

M +44 (0)7566 290474

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Offices

United Kingdom

Floor 29
22 Bishopsgate
London
EC2N 4BQ
+44 (0)20 7337 3700

United States

200 South Wacker Drive
Suite 950
Chicago
Illinois 60606
+1 630 994 5600

United States

140 Broadway
Suite 2210
New York
NY 10005
+1 630 994 5600

Bermuda

Ideation House
Ground Floor
The Waterfront
94 Pitts Bay Road
Pembroke HM08
+1 441 292 9905

Singapore

138 Market Street
CapitaGreen, #04-01
Singapore 048946
+65 6593 0150

Malaysia (Labuan)

Brighton Place
Ground Floor No. U0213-U0215
Jalan Bahasa 87014
Labuan FT, Malaysia
+ 60 87 442 899

China

Canopus Underwriting Division
at Lloyd's China
30th Floor
Shanghai Tower
501 Middle Yincheng Road
Pudong
Shanghai 200120
+86 21 6162 8260

Australia

Sydney

Suite 25.04, Level 25
52 Martin Place
Sydney
NSW 2000
+61 (02) 8537 3502

Australia

Melbourne (Trading Office)

Spaces Rialto, Level M2
West Podium
525 Collins Street
Melbourne
VIC 3000
+61 (02) 8537 3502

canopus.com