



Our services

Risk, audit and compliance

Adding value by providing independent assurance.

Our Risk, Audit and Compliance services

- > Claims peer review
- > Coverholder audits
- > Litigation support
- > Risk framework
- > Compliance

Our services

- > Risk, audit and compliance
- > Operational consulting
- > Technical outsourcing
- > Legacy solutions
- > STRIPE®

“ Pro consistently provide Novae with an excellent service through their professionalism, timely follow up and regular communication throughout the audit process. The content and presentation of their reports continually demonstrates a thorough understanding of our business and Novae’s audit requirements.”

John Wright, Novae

For more information about our reinsurance and insurance services visit:

www.pro-global.com

Understanding your challenges

Whether you are new to the reinsurance and insurance market or an established player, you will appreciate the benefit of having high levels of independent assurance that your business meets the industry’s stringent standards. Expanding your business - whether through organic growth, M&A, new product development or by entering new markets - puts fresh strain on your operations:

- You find you are managing increasing numbers of appointed representatives or intermediaries that may have an impact on managing your regulatory risk or market reputation.
- You need to understand and deal with an ever changing regulatory landscape.
- The complexity of your portfolio means you need a fresh approach to risk management, internal controls and the governance process.

Who are we

Pro is a specialist provider of operational outsourcing and consulting services to the global reinsurance and insurance industry. Already well-established in the field of audit-related services, we built on this reputation in 2012 with our acquisition of **Chiltington**, the specialist provider of audit and investigation work, litigation support, restructuring services, claims management and commutations.

Pro is a global company, based in financial centers around the world. Our offices in London, Cologne, Zurich, New York and Buenos Aires are supported by regional centers, so we can provide you with a cost-effective, round-the-clock-service.

What we do

Pro’s Risk, Audit and Compliance expertise and experience can provide your organization with high quality, tailored assessments and monitoring reviews. We offer:

- Expert Audit and inspection services and Risk Mapping. Our programs are planned around your specific objectives to help you to understand the underwriting, claims, accounting and management of your business. We cover all major classes of direct and reinsurance business.
- Market Access (Intermediary and MGA Services). We deliver services that comply with regulatory standards and have developed an approach to setting up Intermediaries (MGAs and Brokers) that aims to accelerate and control the whole process.

- Litigation Support and Expert Witness. We have experience working on litigation and arbitration cases in all major jurisdictions. We undertake technical discovery work and act as expert/fact witnesses in areas such as actuarial, claims, underwriting, reinsurance accounting and insurance practices.
- Risk and Compliance. Whether embedding a risk management methodology, reviewing your corporate governance or developing a compliance framework, working with us gives you access to specialist expertise when you need it to support your business - without the year-round overheads.

Our track record

- **Coverholder, MGA and TPA Audits** - We receive over 100 Instructions each year from some 20 Lloyd’s Managing Agents and companies.
- **Risk and Technical Audits** - We have provided factual and expert witness testimony in a number of UK and US litigation and arbitration matters.
- **Claims Peer Review** - Lloyd’s Managing Agency - Provided assurance that claims are being handled effectively, meeting Lloyd’s claims standards.
- **Compliance** - UK company - FOS complaints handling and complaints management services.

The value we deliver

Our Risk, Audit and Compliance service helps you cope with the demands of a dynamic industry. It can provide you and your business with confidence that you are keeping pace with the regulatory environment and that your brand, quality standards and reputation are being protected, enabling you to focus on what you do best: taking care of your business.

Why Pro?

You can trust us to deliver the operations that matter most to you.

- We are a global company offering a cost-effective, round-the-clock resource.
- We understand your business and the challenges you face.
- We have 30 years of industry experience and a proven track record in delivery.
- We are proactive practitioners who can work independently or within your team.
- We deliver tangible and measurable results.
- We align our fees to your success.