

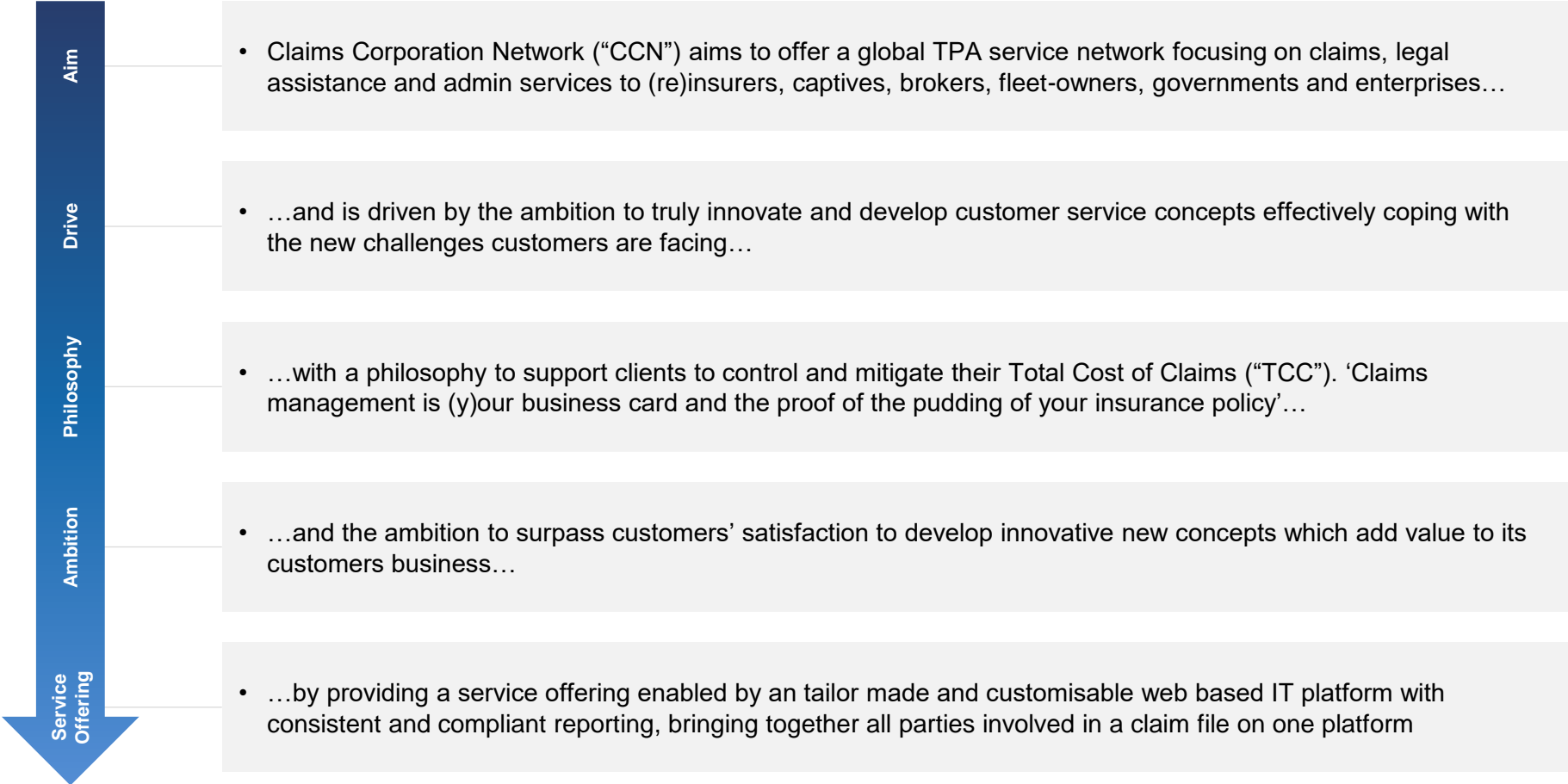


CCN Insurance Services AG –  
Contributing to financial health

# Agenda

- I. Claims Corporation Network (CCN)
- II. CCN Insurance Services AG
- III. Contact





*CCN aspires to be the claim manager 2.0, effectively managing all involved stakeholders in one IT platform*

## CCN network: 34 countries through 6 regional hubs



**CCN Benelux**

- Hub's operational office in Rotterdam
- Countries in hub: 6
- No. of FTEs: > 30
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 3mln
- No. of clients: > 150
- No. of claims p/y: > 15.000

**CCN Group**

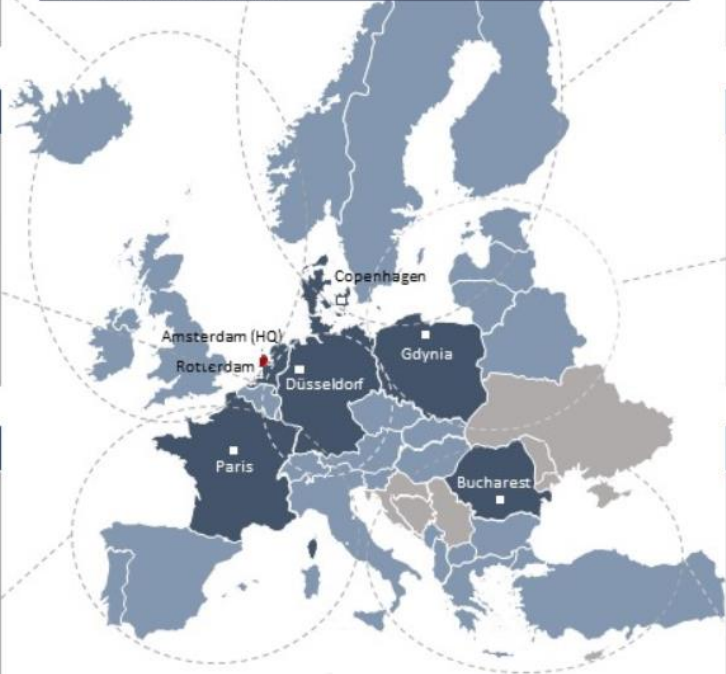
- Headquarters office in Amsterdam
- Countries in group: 34
- No. of FTEs: > 200
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 13mln
- No. of clients: > 1000
- No. of claims p/y: > 100.000

**CCN Scandinavia**

- Hub's operational office in Copenhagen
- Countries in hub: 4
- No. of FTEs: > 15
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 2.5mln
- No. of clients: > 15
- No. of claims p/y: > 10.000

**CCN Central Europe**

- Hub's operational office in Düsseldorf
- Countries in hub: 3
- No. of FTEs: > 45
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 1.25mln
- No. of clients: > 135
- No. of claims p/y: > 4.500



**CCN North Eastern Europe**

- Hub's operational office in Gdynia
- Countries in hub: 7
- No. of FTEs: > 45
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 1.5mln
- No. of clients: > 35
- No. of claims p/y: > 45.000

**CCN South Western Europe**

- Hub's operational office in Paris
- Countries in hub: 4
- No. of FTEs: > 25
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 2mln
- No. of clients: > 145
- No. of claims p/y: > 10.000

**CCN South Eastern Europe**

- Hub's operational office in Bucharest
- Countries in hub: 10
- No. of FTEs: > 65
- Customer base: Local and International insurers, corporates, brokers, governmental agencies, fleet owners
- Processes/services: Administrative services, recoveries, claims handling, settlement, legal services, BPO
- Revenues: > € 2.5mln
- No. of clients: > 500
- No. of claims p/y: > 25.000

20 + years experience in the insurance market

415 insurance and other financial service providers who put their trust in CCN Insurance Services

> 1.8m end clients whose financial health is protected by our B2B2C solutions

> EUR 54.5m worth of premiums collected on behalf of our B2B clients



**Assoziiertes Mitglied**  
im Bankenfachverband





**Insurance  
Intermediation**



**Third Party  
Administration**



**Run-Off-  
Management**



**Policy administration  
and customer  
management**



**IT and web services**



## **Green Card and EU Motor Insurance Directive**

- Official service provider throughout the territories covered by the regulations
- Experts with long expertise in regulation of cross border claims

## Who we are

**Name:** CCN Insurance Services AG



Richard Reitzner Allee 1  
D-85540 Haar / Munich



c.werff@ccn-insurance.com



+49 89 43 607 200

Over 2.000 claims per year

Long-term-business relationship  
with our client companies

## Our Experts

**Over 15 year of claims handling experience**

### Our team:

5 claim handlers  
2 lawyers (Court Claims are handled by external Lawyers)

**Average experience:** 10 years

### Spoken languages:

English, German, French, Greek

## What we can do for you

- Green Card representation
- 4<sup>th</sup> Directive representation
- Cross border claims
- Loss adjustment and investigation
- Inspection /expertise
- Police report inquiries
- Legal Assistance (advice only service, no representation)
- Access to external lawyer cabinets
- Organization of legal representation in front of authorities and courts

**What you should know about us:  
We are best known for our experience  
with high amount claims and our slim  
processes.**



## From the customer enquiry to the finished transaction:

- Claims handling  
Greencard & 4. Directive
- Regress management
- Claims management
- Management casco & experts
- Obtaining investigation files
- Medical assessments
- Vehicle repatriation in the event of theft
- Vehicle repatriation in the event of a claim



## Additional services:

- Fraud prevention and identification
- Training on country-specific legal and regulatory requirements
- Management-informations-system & further detailed reports
- “One-Stop-Shop” – everything from a single source from just one contact partner





## Communication

- Time for reply to telephone enquiry from the injured party
- Time for reply to telephone enquiry from insurer



## Claims correspondence

- Reaction time towards the injured party
- Reaction time towards the insurer
- Provision of updated lists of open claims & reserve recommendations within timeframe
- Translation of foreign language documents within timeframe



## Casco claims / Roadside assistance

- Vehicle inspections within time frame
- Forwarding of expert opinion with short translation within time frame



## Complaint management

- Time frame for forwarding of e.g. complexe complaints to a dedicated Complaints manager

## Additional standards:

- Assignment of a lawyer in the case of litigation within timeframe
- Check of reserves – every x days
- Medical assessment in the event of serious personal injuries

## **Our services for German and international third party motor insurance companies:**

- We offer German and international insurance companies a wide range of services for handling third party motor insurance claims. German motor insurance companies have access to our comprehensive international claims settlement network.
- Our office in Haar near Munich works as your central contact point responsible for coordinating the services offered within our network. More than 50 foreign insurance companies already rely on our handling competency for all damage caused by their policyholders both in Germany and in the rest of Europe: a trend which is on the up!
- We minimize your claims settlement outlay thanks to quick communication and short reaction times, thus providing efficient and solid handling processes. It goes without saying that our reports and powers of attorney are tailor-made to your needs.
- Trust in our all-round solutions for the handling of third party motor insurance claims at home and abroad.

## CCN Insurance Services AG

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