



Intelligence + strategy

Trade credit insurance as a tool for protecting profits and enhancing trade



Gallagher

Insurance | Risk Management | Consulting



Providing the foundation for business growth

Delivering a strategic advantage to corporate businesses with a turnover in excess of \$50 million, trade credit insurance enables companies to grow by supporting insured customer limits, preserving profits and protecting liquidity and cash flow.

When employed alongside regular monitoring and reporting on major customer credit exposures, trade credit insurance affords businesses the opportunity to confidently focus on growth opportunities.

As one of Australia's leading trade credit insurance providers, Gallagher can help you achieve your growth ambitions. Our service is underpinned by a detailed review of your credit management practices and spread of risk, which culminates in the ability to negotiate maximum credit limit coverage and cost-effective premiums.

Benefit from industry intelligence

Timely insights enable Gallagher clients to stay ahead of changes and developments in key industry sectors such as IT, retail, recruitment providers, food and beverage, agri business, fuel providers, transport and export markets. We provide positive and negative reporting as a core part of our service provision to clients.

Both our clients and insurers benefit from Gallagher financial data gathering and analysis, which goes beyond the pure financials to assess customers as viable credit propositions.



650+
offices



30+
countries



**150 network
partner
countries**

Why partner with Gallagher?

Our approach to credit management is meticulous: our trade credit specialists are recognised industry experts whose experience spans decades of dealing with big-name clients and market providers.

Clients' trade insurance limits are written to the levels required, as dictated by their overall business strategy and distribution model.

Rigorous research includes drilling down into the client's market through their distribution chain and scrutinising customers to assess credit exposure and risk of insolvency.

Our service deliverables guarantee includes

- developing detailed profiles of both our clients and their customers
- when required, approaching clients' customers to obtain necessary financial information to ensure maximum credit limit coverage is secured for our clients
- continuous analysis of client position and needs
- regular monitoring of client customers' activities
- ensuring insurers receive the information they require to support clients' future growth.

Exports and offshore expansion

For clients whose businesses are involved in the export industry, or that are conducting business transactions with international customers, Gallagher's global presence and specialised knowledge provides competitive scope for both domestic and overseas trade.

This capacity facilitates clients entering new overseas markets or growing their offshore business with existing customers with assurance and the benefit of our continuous and timely reporting services.

With 650+ Gallagher offices around the world, and a global network of strategic alliance partners, we are experienced in working with both local and international insurance markets, and in developing innovative trade credit insurance solutions to match your expansion ambitions - including investment insurance packages for cross-border project risks.

What our international reach means for our clients

- Accurate and timely country risk updates**
- Enables offshore operations, goals or expansion**
- Transfer of country risks in international trade**
- Protection against political risks and breach of contract**



Seamless end-to-end service

Gallagher trade credit specialists provide end-to-end service, acting as partners and as an extension to our clients' treasury or credit management departments to support the organisation's high-level strategy.

As part of providing underwriters with the information necessary to structuring risk containment, we not only examine clients' profiles, debtor trial balances and business directions, but also factors that impact their business, such as technological changes or environmental issues. Our evaluations of clients and their customers are secure and completely confidential.

- We research and spend time with clients and prospects to find the best-fit insurer.
- After the policy is placed we develop a service platform in accordance with the client's needs.
- Because exposures can change from day to day, we are in steady contact with clients to ensure the covers are growing with their business.
- We offer a full service claims model by handling the loss process from start to finish. This includes representation of clients with insolvency administrators and coordinating technical documentation for the client throughout the whole claim process.

Unlocking the value of specialist advice

There is an often complex balance to strike to secure the appropriate cover for your business and achieving maximum credit coverage with a competitive premium outcome. Policies often contain specific exclusions, representations and warranties, which are important to fully understand. As a result, seeking advice from an experienced trade credit insurance specialist should be a business imperative.





Helping you manage the bottom line and focus on the big picture

In a fast-moving commercial world, any business selling goods or services on credit faces a growing number of challenges, including the risk of bad debt. With insolvency rates on the rise since 2016, having an appropriate safeguard in place should one of your trading partners run into financial difficulty, or otherwise default on their payment obligation, is an important consideration for any business.

If you are operating in a high-risk industry or supplying a small number of concentrated large-revenue customers, proactively managing bad debt and working capital requirements can make the difference between taking your business forward, putting your plans on hold or, worse still, facing financial failure due to non-payment by your debtors.

Trade credit insurance is appropriate for large organisations with both domestic and international operations through to smaller businesses selling domestically. Insurance programs can be tailored to manage your entire debtor portfolio, nominated customers or focus on a specific customer where the perceived trading risk is higher due to the concentration of business.

Trade credit insurance offers a range of benefits for your business, including

- an independent risk assessment of your key customers
- competitive advantage achieved through enhanced credit and/or trading terms
- comprehensive cover for domestic and international trading arrangements
- proactively managing your capital requirements
- protection for your business through late payment legislation
- additional security to offer suppliers and financiers, protecting your profit and shareholder equity
- optional tailored cover for your largest debtors, where a bespoke insurance solution is more appropriate
- funded/unfunded insurance solutions for traditional Trade, Structured Trade and Non-Trade Transactions
- capital relief
- risk mitigation
- non competitive – insurers provide silent, non-competitive protection as alternative to sell down in the secondary market
- security(S&P “A” and above rated insurers.



What our clients say about us

In order to provide an evaluation of the worth the Gallagher trade credit team provides to the Dicker Data Ltd Accounts Receivable I propose to break down the areas where it is most felt.

1. **Negotiation of trade credit insurance renewals:** The Gallagher trade credit team provides all the service of reviewing our debtors' history and compiling the data into an offering to the insurers in order to get the best rate. This saves Dicker Data time and value on the renewal and ongoing policy.
2. **Debtor claims:** It is simply the easiest claims process I have ever done. Fill out the form, provide the data, sign the documents and the Gallagher team takes over. I do not have to follow up as the claim is settled quickly and efficiently.
3. **Credit limit applications:** This has become an easy process. Gallagher has great knowledge of the channel and uses this to Dicker's advantage. Contacting customers where required is never an issue, visiting customers is never an issue and communication with the insurer is also never an issue. We provide our customers with adequate limits because we have the relationship with Gallagher and they have the relationship with the insurer and, where required, with the customer.
4. **Channel knowledge:** When we do not have the knowledge of a customer's history, invariably the Gallagher team does.

I have complete faith in what Gallagher can provide my business to get the right insured outcome."

Greg Maher, National Credit Manager, Dicker Data Ltd

"The Gallagher team has provided excellent support and leadership to our quite large and unique trade credit requirements and political risk profile. This service goes well beyond good account management, the team having become familiar with our customers, integrated into some of our key processes, been responsive to our commercial objectives and even helped to facilitate an understanding of the mineral sands market with underwriters across the globe. In so doing, the Gallagher team has become a true trusted advisor to our business and leadership."

Matt Mueller, CIO, Iluka Resources

"It's a tough call to not only earn but retain an external relationship guernsey in our group. Once in, we work together on building a valued long-term relationship. The Gallagher team is at the top of the list. Their guidance in trade indemnity and surety matters continues to build and provide valuable commercial support. Their technical knowledge in this field is second to none and, most importantly, highly respected by all related industry counterparties. Very solutions focused, practical, no ego, hardworking, tells it how it is: Gallagher is a valuable member of our team."

Jo Robinson-Smith, Senior Group Insurance Advisor – Specialty Lines Group





Added value services

Gallagher has the capacity to provide a bundled full service insurance program, tailored to our clients' requirements, and at competitive terms. Some of the relevant insurance cover we provide might include the below.

Surety bonds

Surety bonds are a viable alternative to bank guarantees or letters of credit, improving the liquidity of your business by freeing up bank lines for working capital and possible acquisition financing by providing unconditional and on-demand access to funds.

Directors and officers' insurance

Directors and officers' (D&O) insurance protects the organisation and its individual directors and officers against claims involving corporate governance that may arise from within or externally to the company. It covers legal expenses, civil fines and penalties, coverage for the company for securities related claims and local placements in foreign jurisdictions.

Political risks

With extensive experience in working investment insurance packages for cross-border risks, we work closely with lenders and equity investors to provide a dedicated service structuring innovative insurance solutions to protect our clients against political and economic risks.

Workplace risk & workers' compensation

Our workplace risk and workers' compensation team formulates expert projections of what the rapidly changing workplace landscape means for employers and applies new perspectives and insights to help our clients respond appropriately, develop seamless risk mitigation programs and position themselves to achieve long-term improvements in safety and productivity.

Cyber threats

Sensitive information about clients and employees provides cyber criminals with tools for tricking, stealing or extorting money from individuals and organisations, or disrupting major utilities and services. To safeguard and limit the damage in terms of financial compensation, Gallagher has developed a suite of cyber protection insurance products and mitigation strategies.

Superior claims management

How Gallagher handles our clients' claims is one of our key points of difference from other providers. This is where the value of our service levels to clients proves itself in action.

Gallagher's service model provides a tangible advantage in optimised claims outcomes.

Gallagher delivers

- speed of response
- whole of process management and reporting
- continuity of care
- we represent our clients at creditors' meetings and liaise with administrators on our clients' behalf
- we ensure prompt claims handling and settlement.

Claims case studies

Protection pays off

Company type:	IT products distributor, Dicker Data
Loss:	\$750,000
Incident:	Failure of customer online store business. Dicker Data is funded by a major Australian bank that insists that the company insures its debtors because the cost of a bad debt is significant for this business as the low gross margin means capital resources are limited.
Insurance response:	Dicker Data's full insurance cover means the company was paid its entitled amount within 90 days.

Major customer collapse

Company type:	Wireless communications hardware supplier, Uniden Australia
Loss:	\$2 million+
Incident:	Uniden was a victim of the Dick Smith insolvency, with two months' worth of invoices owing when the electronics retailer went bust.
Insurance response:	Swift action by Gallagher ensured Uniden received its entitled claim payment within 90 days, protecting profits and replenishing cash flow.





The Gallagher national trade credit team

Gallagher trade credit talent is responsible for having settled some of the largest claims in Australia and includes industry awarded personnel.



Racheal Tumelty

National Head of Credit, Surety & Political Risk

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An industry recognised expert with more than 28 years' experience in credit, surety and political risk insurance, and recognised with an Insurance Business Awards – Specialist Broker of the Year honour in 2018. Racheal has held a number of senior management positions with national and international brokerage firms. She joined Gallagher in 2004 and specialises in structuring innovative finance solutions.



Michael Woodward

National Practice Leader – Trade Credit

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Michael has 34 years' broking experience in the trade credit insurance market, having previously fulfilled development and management roles for Marsh and Aon, and has broad sector experience with multinational and major corporates. Michael has settled two of the largest trade credit claims in Australia.



Enzo Amato

Account Manager

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Enzo has a strong background in credit in relation to the export market, having moved from the banking division of the Department of International Trade to Gallagher in 1999. He has since expanded his role from placement and client service to include business development for clients in Victoria, South Australia and Tasmania.



Lindi Rourke

Senior Account Executive

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Coming from a background of credit management roles, Lindi has been involved with trade credit insurance since 2007 and has 10 years' experience as a senior sales manager leading brokers in Queensland and Western Australia. She joined Gallagher as a senior account executive in January 2018.



Michelle Prete

Senior Account Executive

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With over 13 years' insurance experience, dedicated to trade credit, political risk and surety, Michelle has extensive knowledge of managing these risks globally. Her understanding of a broad spectrum of industries, coupled with her versatility across various insurance lines, delivers client benefits.



Janelle McDade

Senior Account Executive

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Janelle has more than 20 years' experience in trade credit insurance having worked for specialist brokers and insurers in both Western Australia and New South Wales servicing key accounts before joining Gallagher in 2012. She brings a wealth of knowledge in both broking and underwriting.



Gary McNally

Executive Director – Credit & Political Risks

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Gary has over 20 years' experience in providing credit and political risks insurance advice to a variety of clients, including commercial and investment banks. He has structured and negotiated insurance placements across a number of industry sectors from project finance (mining and oil & gas, infrastructure, energy, renewables and utilities) to asset finance (aircraft, shipping and rail). Prior to joining Gallagher, Gary worked for Macquarie Bank's Corporate & Asset Finance division where he was responsible for the procurement of credit and political risks insurance.



Vanessa King

Senior Account Executive

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Vanessa joined the Gallagher team in Perth in 2016 from London. She has vast experience in the credit and political risks industry spanning 20 years. Vanessa has experience across a broad spectrum of credit and political risks coverage, including trader business and the provision of investment insurance to multi-national companies; structured trade commodity finance; and political risk programs for the resource sector in Australia.



Paul Morgan

Practice Leader – Trade Credit, Surety & Political Risks

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Paul is Gallagher's most recent acquisition, joining the team from his previous role as National Head of Retention for a multinational insurer. Paul brings with him over 20 years of credit insurance experience in both senior underwriting and broking roles.



Gemma Scott

Senior Account Executive

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Gemma commenced her insurance career in the London market as a trade credit underwriter for AIG in 2003 and has specialised in trade credit ever since. Since arriving in Australia in 2012, Gemma has held both broking and underwriting roles managing trade credit and surety programs for clients across a broad range of sectors.

Why Gallagher?

Gallagher has provided specialist trade credit services for almost 15 years. Through our established relationships across many industries we have built a network of resources that provides competitive capacity. We leverage our relationships with insurance providers to deliver the most cost effective and tailored insurance programs on behalf of our clients.

Our advice is based on a technical and analytical approach. We use our industry experience to profile our clients and their major customers, through meetings as well as data mining. We are experts at formulating risk mitigation strategies and have a strong track record of developing insurance solutions that enable businesses to trade through any economic cycle and grow their enterprise while retaining liquidity.

We deliver a complete and continuous service offering: we are consultative, analytical, creative, supportive and well connected. Protecting your business from any insurable event is our primary and consistent focus, and we undertake to continuously review and update our clients' expanding needs as they evolve, and to support them through the claims process as required.

We're an ethical business, and proud of it

Gallagher has been recognised as one of the World's Most Ethical Companies by the Ethisphere Institute, a global arbiter of ethical business practice, for seven years in a row, the only insurance broker in the world to achieve this distinction.

This recognition underscores Gallagher's unwavering commitment to ethical business practices and is validation that our enduring core values and corporate culture are true differentiators and provide a competitive advantage in the marketplace.

Choose Gallagher for...



Thinking differently, open to new ways of doing things



Connecting global capability with local knowledge to unlock new opportunities



Open and transparent ways of doing business and working together



Listening first, then offering proactive advice and solutions



Partnership, teamwork and collaboration drive our shared success



A commitment to understand your business and earn your trust

Who we are

Gallagher is one of Australia's - and the world's - largest insurance broking and risk management companies. We're the broker of choice for more than 120,000 Australian businesses - from micro-SMEs through to multinational corporations and iconic brands.

With 25+ regional and metropolitan branches across Australia, we understand local business communities because we're part of them ourselves.

Globally, the Gallagher network of 650+ offices in over 30 countries enables us to leverage relationships with international insurance partners to create programs that achieve claims outcomes beyond the scope of many smaller brokers.

In Australia



25+
Metro and regional locations



900+
Professionals



120,000+
Clients

Global reach

Asia | Australia | Canada
Caribbean | New Zealand
South America | UK | USA

Globally

Fortune 500 company
#454 in 2018

NYSE listed

1987

100+

insurance and risk
management solutions

Forbes magazine
World's Best
Employers #344 -
2018



650+
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30+
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Gallagher

Insurance | Risk Management | Consulting

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