



Value proposition

The QBE difference

In today's ever changing market environment, QBE recognizes the importance of differentiating ourselves from our competitors. We place the aviation customer at the center of everything we do, and our emphasis is on delivering underwriting excellence and a superior claims experience from true aviation specialists. QBE employs a seasoned and respected team with an average of nearly 20 years underwriting experience and over 22 years claims experience, encompassing all areas of the aviation insurance market/product mix. Leveraging this specialist-to-specialist model as members of the aviation community, we aim to deliver market-leading products and safety services that are contemporary, creative and relevant to the aviation policyholder and producer partners.

Claims expertise

Our value proposition revolves around superior service. Our dedicated, in-house, claims professionals are genuinely part of the aviation community. All of our highly experienced claims professionals are active pilots. In fact, many of our claims professionals are also attorneys, A&P certified mechanics or both. More importantly, we focus on adjuster-to-claims ratios and proper staffing to ensure our claims professionals are available to work hand-in-hand with our brokers and insureds.

Loss control & safety services

As a value-added service to our customers, QBE offers several forms of loss control and safety initiatives through highly experienced independent contractors. Whether it's

a corporate flight department, flight school, Fixed Base Operator or government fleet of aircraft, QBE can provide a myriad of services focused on loss control, risk analysis or safety programs tailored to the operations of the insured.

- **Air Safety Dynamics** – Robert Little is a former F-16 fighter pilot and a graduate of the U.S. Air Force Institute of Safety and Systems Management. He is accredited by the International Business Aviation Council to conduct both IS-BAO and IS-BAH audits. Rob has been active in aviation safety for over twenty years and also has experience as an aviation insurance underwriter. Working closely with our aviation underwriters, he services our corporate and commercial flight departments and Fixed Base Operators by offering his expertise for best practices, flight operations and Safety Management Systems (SMS).

- **Law Enforcement Aviation Consultants LLC** – Jim Di Giovanna specializes in aviation operations for the law enforcement community. He was the Unit Commander for the Los Angeles County Sheriff's Department Aero Bureau for over 17 years. He is the CEO of the Airborne Law Enforcement Accreditation Commission and works exclusively for QBE to provide safety assessments and mitigation recommendations for our insureds. Jim is a qualified aviation lead auditor and recognized as an expert in airborne law enforcement by the NTSB and the Airborne Law Enforcement Association.

- **SmithAmundsen Aerospace** – SmithAmundsen's Aerospace practice group consists of experienced aviation attorneys providing a suite of services for our policyholders. Senior partners, Jack Harrington, Alan Farkas, and Brandt Madsen have a wide spectrum of experience including manufacturing, legislation and regulatory drafting, compliance, FAA investigations, major accident response and litigation, buying and selling aircraft, airport operations, maintenance, drug testing, and just about every facet of aviation law. Services available include: product and organizational integrity training, document retention training, emergency response training/emergency response drills and a legal services helpline.

- **Deborah Thompson & Associates, Inc.** – Deborah Thompson has decades of experience in crisis management having been responsible for Emergency Planning & Response for US Airways and American Airlines. Deborah is experienced in combining emergency plans due to airline mergers, integrating aviation plans with ground handling companies, writing new plans, creating care teams, developing and providing training in family assistance, and ensuring a viable

plan through drills. She has first-hand experience with accident response, leading the family assistance response for over a dozen airline accidents and countless incidents. She is a recognized expert in family assistance.

- **LeClair Ryan** – Mark Dombroff is a partner at LeClair Ryan in Roanoke, Virginia, and concentrates his practice on the aviation and transportation industry. Over a 15-year career with the DOJ in the Office of the General Counsel of the FAA, he represented the FAA, all branches of the military, the National Weather Service, the Coast Guard, NASA, and other government-related aviation entities. Since entering private practice, he has represented all aspects of the aviation industry. Mark assists QBE in preparing emergency response plans and conducting emergency response drills for our select insureds. This service is a true market differentiator for QBE.

QBE North America



QBE North America is a division of QBE Insurance Group Limited, one of the world's largest insurance and reinsurance companies.



We are rated A+ by Standard & Poor's and A (Excellent) by A.M. Best.*



Located in 31 countries with over 14,000 employees worldwide, we are considered a leading underwriter within our chosen markets.



We are able to profitably meet the local and multinational risk management needs of commercial customers who trade on a global basis.



Ranked on Forbes Global 2000 list of public companies and, in 2018, had a worldwide gross written premium of \$13.7 billion.

QBE North America

210 Interstate N Parkway S.E.
Atlanta, GA 30339

Tel: 770.690.8400
qbe.com/us

 @QBENorthAmerica

* For ratings guidelines and the latest information, access ambest.com and standardandpoors.com.

This literature is descriptive only. Actual coverage is subject to the language of the policies as issued. QBE and the links logo are registered service marks of QBE Insurance Group Limited. All coverages underwritten by member companies of QBE. © 2019 QBE Holdings, Inc.