



# The ICISA INSIDER

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## Dear Reader,

We are living in conflicting times. Predictions about the future of the global economy seem to become more difficult every year. These days Europe is performing somewhat better than expected. But regions that were seen as growth areas such as Brazil and China are now performing below expectations. Meanwhile Western economies continue to rely on quantitative easing. The effects of this on the various stock exchanges show how vulnerable the recovery still remains. And almost daily new potential threats to the global economic stability emerge.

The global village which was formed over the last decades has benefits, but the entangled economies can also, much easier than before, pull each other down if sentiments in one economy turn sour or if conflicts emerge. The turmoil can easily and unexpectedly infect regions outside the conflict areas and can have damaging effects on the economies at large. The unprecedented way in which we can communicate these days sharing news via social media fuels the speed in which conflicts can spread. These bush fires cannot be predicted and are very difficult to extinguish.

This uncertainty is especially difficult to cope with as an insurer, but is the new reality. ICISA tries to assist its members in coping with this new reality in which we live by offering a



platform for sharing experiences and thoughts. ICISA furthermore shares knowledge about the current market and outlook with the media and our advocacy target groups such as supervisors and regulators globally.

This edition of The ICISA Insider again contains articles that may catch your interest. I would like to highlight the interview with the new Management Committee member Alister Campbell and the article on new member CPIC, our fourth member from China. Also the column written by Christoph Virchow gives food for thought and last but certainly not least, the information shared by the various Chairs regarding their Committees is worth reading as it gives a good overview of the numerous discussions member are engaged in within ICISA.

I wish you pleasant reading! ©

**Robert Nijhout,**  
Executive Director

ARGENTINA INDONESIA FRANCE SWITZERLAND PORTUGAL BELGIUM SINGAPORE POLAND GREECE MEXICO CANADA JAPAN UNITED KINGDOM ISRAEL SOUTH AFRICA SPAIN JAPAN NETHERLANDS CHINA AUSTRIA AUSTRALIA ITALY KOREA SLOVENIA DENMARK USA GERMANY BRAZIL NEW ZEALAND LUXEMBOURG FINLAND NORWAY SWEDEN IRELAND HUNGARY HONG KONG

The ICISA Committee Chairs' reports on the Autumn Meetings 2015 in The Hague

## What are the most prominent discussions and/or developments in your Committee for 2015?

### Single Risk Committee – Nuria Gorog

#### **“Country Risk developments, new underwriting issues and technical discussions: a good mix of topics for sharing good practices”**



**Nuria Gorog**

**Chair Single Risk Committee 2013 - 2015**

Company: Zurich Credit & Political Risks

The content of our discussions in the SRC is constantly in evolution and follows the changes in international trade and foreign investments impacting our way to underwrite. The agenda we prepared for our meeting in The Hague 24-25 Sept 2015 illustrated perfectly the main topics that are keeping the underwriters very busy these days. Listening to the members of the SRC, new underwriting issues linked to the complex structure of the international contracts and investments are pushing underwriters to rethink our underwriting approaches in order to face these new challenges, keeping in mind, among other issues, the regulatory and governance impact for insurers/reinsurers. That is why, I decided to integrate a new regular section in our agenda called “underwriting issues”; this section will allow to any member to raise any technical underwriting aspect in order to share opinions and best practices.

The geopolitical situation has a major impact on Single Risk underwriting and the new developments in Iran, Cuba and obviously Ukraine will continue to be discussed in our committee in order to evaluate the consequences of these developments in our underwriting. Sanctions will continue to be on our radar screen when discussing this topic.

It is a fact that our customers want to be more protected against losses due to political violence and this is at the center of their concerns when exporting or investing. New products and additional capacities are coming to the market for answering to this demand. The SRC will evaluate the technical and underwriting aspects linked to this type of coverages and how to analyse this risk and in particular how to evaluate the losses due to business interruption.

Beside the mentioned topics, our SRC will continue to follow up on our regular topics and the progress on our SR Market Survey project, Solvency II and the definition of financial guarantees. The level of expertise of the members of our committee will make it possible to have effective and useful discussions about all matters mentioned and will be useful in our day to day underwriting. All in all, this promises to be exciting meetings. “ ©

## Committee of Underwriters – Nick Walklett

**“The meetings of the committee of underwriters provide an excellent forum to discuss specific sectors, particular buyer risks and specific countries”**



**Nick Walklett**

**Chair Committee of Underwriters 2014 -**

Company: HCC International

The committee of underwriters aim to hold open and friendly meetings where delegates are encouraged to contribute and participate. The meeting will provide a productive environment where detailed and beneficial discussions can take place on a range of topics chosen by the delegates.

### **Future Topics**

#### *Specific sectors/Buyer risks and Countries*

The meetings of the committee of underwriters provide an excellent forum to discuss specific sectors, particular buyer risks and specific countries. The sector/buyer risk and countries are standing items on the agenda and provide an opportunity at each meeting to select areas that are of current concern.

The sectors that are selected for discussion are usually those that are topical and have a particular interest for underwriters. The energy sector and others that are affected by the volatility of the oil price will be on the upcoming agenda.

Countries and market areas are another standing item on the agenda and again the areas chosen for discussion will be selected by the delegates. The Eurozone and the continuing economic problems in Greece, the implications of the UK referendum, Russia, Ukraine, and China are all subjects that are going to be

covered in the coming year. There are a wide variety of countries represented on the committee and the growing number of delegates from China will add an interesting angle to the discussions.

#### *Financial Underwriting Criteria and methodology*

Over the coming year the committee will focus on underwriting criteria with a look at the critical financial ratios. The committee will review how the key ratios are affected in certain circumstances and by particular financial structures (for example companies that are backed by private equity finance will be one area that will be reviewed)

#### *Other Topics*

Delegates will be encouraged to recommend matters that are topical and relevant to the committee. The credit insurance product is always developing and the committee of underwriters will continue consider product changes from a risk perspective. Given the mix and range of delegates from both the direct and reinsurance market we expect to share a wide range of views and consider aspects of the product from a variety of viewpoints. ©

Continuation of the [The ICISA Committee Chairs](#)

## What are the most prominent discussions and/or developments in your Committee for 2015?

### Credit Insurance Committee – René Mul

#### “Trade Credit Insurance is not just policy wording”

The role of ICISA's Credit Insurance Committee is to study, monitor and report on issues related to policy underwriting, insurance technique, new products and developments in or relevant for the credit insurance industry.

A prominent topic on the agenda of the Committee's Spring 2015 meeting earlier this year was international sanctions regulations. We discussed the implications of political, financial and economic sanctions for our industry and for the related Due Diligence procedures that members have in place or had to adapt to comply with the multiple legal requirements.

Another topic was the development of local legislation regarding the claw back of what are considered by law to be preferential payments from the insolvent buyer to its creditors, that is the legal possibility for the insolvency practitioner to demand refund of payments made earlier by the now insolvent buyer, resulting in the situation that an insured invoice previously considered paid can years later become unpaid. In the last Autumn 2015 meeting we continued to review the expected impact for credit insurance, our member's experience and potential solutions we can offer to our customers.

Another topic in the Autumn meeting was the availability of trade credit insurance for small and medium sized enterprises and micro enterprises (SME). Committee



René Mul

Chair of the Credit Insurance Committee

2012 - 2015

Company: Atradius

members were asked to comment on questions such as: to what extent is the credit insurance market already servicing the SME segment, is there room for further extension, what are the main drivers and main obstacles in the SME segment (product, distribution, service, awareness, costs), what are the financing needs of SMEs, how can credit insurers give support here, and what are the possibilities to co-operate with banks in this field. The discussion were supported by the results of an ICISA survey among members on this topic.

We had a tour de table where delegates were asked to give a short review of the current credit insurance market situation and conditions in their (home) markets, their outlook for the new future, trends or developments and biggest concerns or challenges they see.

Other topics on the agenda were the specific aspects of insuring the construction industry - and in particular also pay-when-paid contracts – and the way we handle disputed debts.

Lastly, the Credit Insurance Committee members were invited to elect its new Vice-Chair and Chair as both Pierre Favre (Aspen Re) and I will have completed our third term by the end of the Autumn meetings. ©

## Surety Committee – Paul Daas

**“The so-called rating trigger is expected to be one topic which will certainly stimulate a prominent discussion”**



**Paul Daas**

**Chair of the Surety Committee 2012 - 2015**

Company: Nationale Borg

The Surety committee has always a variety of topics on its agenda, but I expect one topic will continue to stimulate a prominent discussion: the so-called rating trigger.

In a growing number of cases the market is confronted with contracts between clients and beneficiaries, which include a rating trigger clause. In general this clause gives an opportunity to the beneficiary to ask for an alternative cover in case the rating of the guarantor is being reduced (to level X) and the lack of such an alternative can trigger a claim under the original guarantee. Experiences will be shared, involving the reinsurance members as well.

In addition the ECB quantitative easing programme, the promotion of our product and subcontractor default insurance will be new items on the agenda of the committee.

As I have often told you in the past few years the Surety Committee is a pretty large group, so at times it is a challenge to discuss/share information which is continuously 100% interesting for everybody. Yet the feedback ICISA gets from the participants is encouraging enough to continue the set up as it is. I certainly look forward to our future meetings. ©

New ICISA member - China Pacific Property Insurance (CPIC),  
Interview with Mr. Jianhe Ma

## China Pacific Property Insurance joins ICISA

China Pacific Property Insurance (CPIC) joined ICISA this year as one of the association's newest members. With this membership the number of members has raised to 54. Mr. Jianhe Ma (General Manager of CPIC Credit Insurance BU) kindly agreed in a brief interview to share their reasons for becoming an ICISA member.

"Credit insurance is a very professional field and it requires talent with high professionalism", Mr. Jianhe Ma indicates. He underlines that "CPIC needs to develop its business team and learn advanced experiences and knowledge through meetings and seminars held by ICISA."

Mr. Jianhe Ma notes that membership of ICISA is of great importance to CPIC. "Communication with ICISA and its members is of great importance in order to understand the international credit risks and make the international insurance market understand the credit risks in the Chinese market. Meanwhile through cooperation with association members, increase our underwriting capacity and service level and territory."

CPIC is looking forward to work closely together with other members in at least two Committees. "We are very interested to participate in the Credit Insurance and Surety Committee for it is in accordance with our development strategy. We will, at least in the beginning, focus on trade credit insurance, but will also enter the surety business."

ICISA members can, according to Mr. Jianhe Ma, benefit from the membership of CPIC. "CPIC is the third largest P&C insurance company in China with professional underwriting capacity, stable financial strength and abundant business resources. We can provide local risks knowledge to ICISA members so that they can deal with China risks efficiently. With more and more Chinese company investing abroad, our customers have much more needs in global service, which means plenty of business opportunities for our partners. Through cooperation in credit insurance with ICISA members, we can penetrate on other lines. This means cross-selling opportunity for both CPIC and our partners." ©



### About CPIC

China Pacific Property Insurance Co., Ltd. (CPIC Property) which has a registered capital of RMB 19.47 billion is a property and casualty insurer based in Shanghai and a subsidiary of China Pacific Insurance (Group), Co., Ltd. (CPIC Group).

CPIC Property offers a variety of property insurance, short-term health insurance and accident insurance. It underwrites business of varied industries, including aviation & aerospace, electric power, petrochemical, infrastructure, finance and trade, marine and automobile, machinery, telecommunications, logistics, textile and tobacco, technological innovation and etc.

CPIC Property has 41 branches, more than 2300 grass-roots offices and a direct sales team of more than 10,000 sales agents.

Committed to the core values of "business integrity, steady growth and pursuit of excellence", we implement "Customer-Orientated Strategy," and unremittingly strive to achieve sustained value growth. Moving ahead and implementing innovations, it takes initiatives to provide quality risk management services for its clients. In 2014, the company's total asset and net asset was RMB 114.51 billion and RMB 27.96 billion respectively, with a 12.3% market share and a RMB 1.037 billion net profit. The company's premium income reached RMB 93.026 billion, a 13.8% growth year on year, achieving the goal of a healthy and continuous growth.

CPIC Property was rated A1 by Moody's with a "stable outlook". CPIC Group was listed on Dec. 25, 2007 on Shanghai Stock Exchange and Dec. 23, 2009 on Hong Kong Exchanges respectively. In 2012, it is in the list of Top 500 enterprises of Fortune, Forbes of America, and Financial Times of Britain. Looking ahead, China Pacific Insurance implements customer-oriented strategy, cultivates innovation-driven and differentiated business growth, tries hard to advance comprehensive competitiveness, and pursues sustained value growth. We aim to become an excellent financial group with focus on insurance business. In 2015, the Group company, China Pacific Insurance (Group) Co., Ltd. was named to Fortune Global 500 for the fourth successive time, ranked 328th, up 56 places from 2014.

Christoph Virchow, Senior Vice President  
Global Head of Trade Credit & Surety, Endurance Re



## Brave new world

The beauty of Trade Credit and Surety insurance is that – unlike in property and casualty classes – we can underwrite the risk away, at least theoretically. And although the market will not allow it in trade credit insurance, many surety insurers follow a “zero loss underwriting” strategy.

*‘The beauty of Trade Credit and Surety insurance is that – unlike in property and casualty classes – we can underwrite the risk away, at least theoretically.’*

Our industry’s classical underwriting focus has always been - and will certainly remain: 1. the financials of the risk in question (particularly steady cash flow and sound capitalisation) and 2. the technical ability of the risk to competently manage its business. However, recent claims suggest that this might not be sufficient and that we need to broaden our underwriting focus. Take these examples:

### **Commodity Prices / New Technologies**

A number of coal extraction companies in Scotland were hit by the double whammy of heavily dropping coal prices (triggered by increased “fracking” activity) coinciding with a dramatic rise in cost for the diesel fuel needed in the extraction process. Thus their operations became unprofitable almost overnight and they went into liquidation, triggering claims on restoration bonds. Similarly, companies specialising in renewable energies are currently under strong competitive pressure because the very low oil price favours competitors who rely on traditional fuel resources. The risk here is, of course, exacerbated by the long-term nature of the respective (surety bond) products.

### **Fraud**

A leading bunkering company was apparently the victim of large scale internal fraud (made possibly by insufficient risk management structures). The losses triggered a quick and unexpected bankruptcy – leading to large and partly unmitigated trade credit insurance claims as many fuel traders and producers are traditional buyers of trade credit insurance.

### **Corruption**

A considerable number of Brazilian contractors are implicated in an ongoing, large-scale corruption investigation involving contracts for the state oil company Petrobras. Although the investigation targeted only certain individuals, the companies who employed them were suddenly unable to (re)arrange financing. As a result they had to file for protection from creditors, thus threatening significant (surety) claims.

### **Slow Public Buyers**

In Brazil but also in Italy and other countries, cases where public buyers’ payments were extremely late (or not forthcoming at all) have caused severe liquidity problems, triggering credit or surety claims.

It is a commonplace (and almost boring) truism that we live in an increasingly complex world. Therefore underwriters now need to include in their decision-making analysis exposures such as commodity price fluctuation, technological challenges, (non-credit) risk management structures, exposure to corruption and fraud as well as “soft” political risk. While software-based credit analysis and scoring may be more reliable and precise overall, we will always need the human elements of experience and decision-making to address these less quantifiable exposures. That is good news for the underwriting talent in our fascinating and valiant industry.

It is my pleasure to pass the pen for the next column to Patrick Barrault, Chief Underwriting Officer at SCOR Global P&C. ©

Interview new Management Committee (MC) member, Mr. Alister Campbell, CEO The Guarantee Company of North America

## Insurance is the oxygen of the economy, it is up to ICISA to help make it visible

Last June the Management Committee welcomed Alister Campbell, CEO at The Guarantee Company of North America, as the representative of its newest member. Mr. Campbell kindly agreed to share his thoughts on the surety and trade credit industry and ICISA.

The surety and trade credit insurance industries are both at a challenging point in time according to Campbell. "In Canada and North America more broadly, the evolving needs of customers, particularly in the rapidly expanding Public - Private Partnership (P3) model, will require innovation and flexibility from our surety industry

to ensure continued relevance. Economic uncertainty may still constrain some infrastructure investment but across North America, we see positive momentum among all levels of government to invest in upgrading infrastructure with increased business growth potential in our industry as a result. Finally, it is clear that we will see simultaneously, consolidation of insurers leading to larger consolidated sureties and at the same time, multiple new entrants with capital and appetite for surety risk. On the trade credit side, the challenge in my mind remains the need to broaden the awareness and demand for our product among industry segments and into the Small and Medium Sized Enterprise (SME) space."

*'The biggest challenge is the continued requirement to ensure the relevance of our products in an evolving marketplace with changing customer needs and alternative security vehicles increasingly being made available.'*

According to him the industries are facing great challenges. "The biggest challenge is the continued requirement to ensure the relevance of our products in an evolving marketplace with changing customer needs and alternative security vehicles increasingly being made available." He underlines that the opportunity is to seize upon these evolving customer needs and innovate our way to profitable growth and the creation of favorable long term industry prospects. "In surety this innovation may come in the form of more time-responsive products or more liquid security elements. On the credit side, innovation will continue to come in the form of more specific risk mitigation solutions e.g. Top 10 buyer, select buyer or single buyer covers."

Also regulatory and supervisory proposals have great influence on today's business, Campbell notes. "It seemed clear at the most recent Annual General Meeting (AGM) that the essential issues facing our industry on the regulatory side stemmed either from sanctions driven obstacles to trade or from prudential regulatory interventions not adequately nuanced to the special nature of our surety and trade credit niches."

### About The Guarantee

The Guarantee Company of North America is a leader in specialty insurance and surety within the North American marketplace. We offer in-depth knowledge and expertise in niche segments, including the surety industry, corporate insurance, transportation industry, credit, and customized personal insurance.

For more information, visit [theguarantee.com](http://theguarantee.com).





Mr. Alister Campbell

*'I will certainly want to ensure that the voice of the smaller independent company is heard at the central table. My sincere hope is that I can represent that perspective and help us collectively enhance the prospects for all our members.'*

It is clear to him that ICISA has a role to play in both these areas. "First and foremost, I would like to see ICISA more firmly establish itself as a voice in favour of free trade among nations. Obviously we can't expect to have an impact in the context of specific foreign policy conflicts, but on a broader basis, we should resolve

*'The Guarantee is a 143 year-old Canadian Company with a proud heritage in Canada and the USA. But to have the opportunity to participate at the International level is a significant one for us.'*

to always be among the voices to encourage trade agreements that increase the flow of goods and services between countries. Economic growth and increased trade can only be good news for trade credit suppliers!"

Looking at his recent membership of the Management Committee and the role of the Committee, he first likes to share that he is honoured to have been asked to serve on the Management Committee of ICISA. "The Guarantee is a 143 year-old Canadian Company with a proud heritage in Canada and the USA. But to have the opportunity to participate at the International level is a significant one for us. My first expectation is that I will have a lot to learn. I will be counting on the management

and my MC colleagues to help ensure I can climb the learning curve quickly." His goals as Management Committee member are clear. "I will certainly want to ensure that the voice of the smaller independent company is heard at the central table. My sincere hope is that I can represent that perspective and help us collectively enhance the prospects for all our members." More general, he likes to remind that ICISA received very useful feedback from the membership at the last AGM. "My anticipation is that we will take that feedback and act upon it promptly and effectively. I also hope that we can agree upon next steps to expand the membership of ICISA and increase the value we deliver to all our members."

Campbell underlines, ICISA, as a representative organization has an important role to play. "I have always thought of insurance as "the oxygen of the economy". Without us, trade cannot flow and economic growth cannot happen. Because we are largely invisible to consumers, corporations and governments, unless there is a problem, it is essential that organizations like ICISA are effective vehicles to deliver key messages to key target markets during calm and troubled times. The value we bring and the good that we do must be articulated clearly to each target audience. Since our products are more complex, the role of ICISA is both more challenging and more important." ©

# BIIA 10<sup>th</sup> Anniversary Business Information Conference

Rob Nijhout delivered opening key note about the Future of Trade Credit Insurance

The Business Information Industry Association cordially invited ICISA members to take part in a discussion on the future of trade credit and the implications on credit information services at its 10th Anniversary business information conference which took place last month in Hong Kong.

The invitation follows BIIA's participation in the ICISA 2014 conference in Hamburg and ICISA's President Andreas Tesch's theme "We can only be successful and more effective as an industry or as an association when working closer together with other associations. And that goes not only for industry associations in terms of credit insurance and surety, but also associations for brokers, bank and information agencies".

At the BIIA 10th Anniversary Business Information conference ICISA's executive director Rob Nijhout delivered the opening key note address about the future of trade credit and the implication for credit information services. The key note will be followed by a panel discussion, with information executives, concerning this important topic and

*'Big Data and predictive analytics have taken center stage. Technology appears to put the customer in the driver's seat in terms of technical capabilities with new ways to source data and improving decision systems.'*

potential solutions for overcoming some of the information asymmetries in Asian markets. The session was moderated by Richard Wulff, chairman of ICISA's Asia Subcommittee. Participating panelist in this session were:

- Adrian Ashurst, is an entrepreneur and founder of Worldbox. The company is a provider of cross border credit information and business intelligence.
- David Buxton is the founder of Arachnys, a London based startup which uses human expertise and cutting edge technology to monitor and retrieve critical business information worldwide.

- Dr. Anthony Scriffignano is D&B's chief data scientist with particular global insight in the availability of public sector data
- Ms. Xiaolei Wang is Deputy Director at the Credit Reference Center of the People's Bank of China. The Credit Reference Center is China's largest credit bureau maintaining credit data on 840 million individuals and 19 million businesses for 1,200 financial institutions

BIIA invited Michael Ritter, Head of the Central Credit Register of the Deutsche Bundesbank and a member of the LEI ROC Executive Committee, for a discussion about the initiative of the Financial Stability Board to create a Legal Entity Identification number (LEI) for financial transactions. Will the LEI replace individual private sector company identification systems or supplement them? Will the LEI be only created as a public sector initiative or will there be opportunities for co-operation with the private sector.

Governance, Risk and Compliance are becoming an integral component of supply chain risk assessment. BIIA invited its former Director Phil Cotter, Managing Director Risk at Thomson Reuters to discuss market-leading solutions for global regulatory intelligence, financial crime, anti-bribery and corruption, enhanced due diligence, compliance management, internal audit, e-learning, risk management, and board of director or disclosure services.

Fraud prevention is everybody's business: Dr. Andrew Jennings, FICO's chief analytics officer, will delivered a keynote on the subject of fraud. The audience was curious to hear whether there is a possibility to win the war on fraud, identity theft and financial crime? Can we expect breakthroughs?

Big Data and predictive analytics have taken center stage. Technology appears to put the customer in the driver's seat in terms of technical capabilities with new ways to source data and improving decision systems. Dun & Bradstreet's



Joachim Bartels



data scientist Dr. Anthony Scriffignano lead a panel of experts in a discussion how to harness the new technology to create better insights to manage profitable growth. The panelists were Dr. Andrew Jennings, FICO's chief analytics officer; Matt Turner, CTO Media and Publishing at MarkLogic Corporation and Sujatha Venkatramanan, Consulting Director, Experian Asia Pacific.

*'Accenture stated in a recent report that up to 32 percent of bank revenues are at risk from new digital disruptors.'*

Cyber Security is also taking center stage: Not only to mention the information industry but also suppliers and customers. Everybody is vulnerable and reputation risk is significant! Data breaches can be costly. BIIA invited its contributing Editor Alfred Rolington, CEO and co-founder of Cyber Security Intelligence Ltd. to speak about this ever increasing threat.

Being aware of shifting privacy concerns of data subjects is part of our industry self-regulation objective. There are populist notions to limit access to credit information on individuals, whether consumers or proprietors of small businesses. BIIA member Forrester Research sent its privacy expert Fatemeh Khatibloo, Principal Analyst serving customer insights professionals, to provide the answer to the question: "What keeps privacy professionals awake at night?"

FINTECH is a subject which keeps the financial services industry awake at night. FINTECH companies are considered serious digital disruptors are attacking the banking industry, redefining customer expectations and reshaping industry boundaries. Accenture stated in a recent report that up to 32 percent of bank revenues are at risk from new digital disruptors. It has implications on how information is being shared between the banking and credit bureaus sector in the near future. Less lending means less performance data is being shared.

FINTECH and e-commerce companies appear to mine their own data and use extreme analytics solutions to predict risk. FINTECH firms are animating e-commerce companies to use financing methods to help their clients with cash flow or guaranteeing transactions. Take the recent announcement of Alibaba that it is guaranteeing certain financial transactions conducted through its e-commerce trading platform free of charge. This may be a small step away from a whole-turnover credit insurance coverage. Perhaps these are future prospects which may keep credit insurers awake at night.

BIIA invited Alex Trott, managing director for financial services at Accenture Great China, to speak about this highly relevant topic. 

Joachim C Bartels  
Managing Director of BIIA

## Euler Hermes appoints Luca Burrafato as Italy country manager

Euler Hermes has appointed Luca Burrafato as country manager for Euler Hermes Italy, effective 6 July 2015. He will lead the Italian business unit and its 400 employees, and will report directly to Michele Pignotti, Euler Hermes head of Mediterranean Countries, Middle East and Africa region (MMEA).

Burrafato succeeds Michele Pignotti, who jointly led Italian and MMEA businesses for 5 years, and will now focus on the development and consolidation of the 14 country- MMEA region, which includes Italy.

Burrafato began his career in 1993 at Banca Nazionale del Lavoro; he then joined Deutsche Bank as Head of Strategic Direction of the CO.R.E. Division (corporate banking, factoring, leasing and real estate). In 2000 he became senior manager at Accenture, and in 2008

sales director of UBI Factor with responsibility for domestic and international business. In 2011 he was appointed CEO of GE Capital Finance, a factoring company held by GE Capital Interbanca group. Burrafato holds a degree in Economics from Bergamo University and a Master in Business Administration from Bocconi University in Milan. ©

**For more information,**  
please visit [www.eulerhermes.com](http://www.eulerhermes.com)

## Atradius appoints Mr. Peter Boberg as Country Manager for Atradius Sweden



*Mr. Peter Boberg*

Mr. Peter Boberg has been appointed as Country Manager for Atradius Sweden per 1 September 2015. Mr Boberg has more than 20 years of experience in credit insurance working in the area of underwriting and commercial sales.

He has worked 4 years as Country Manager in Dubai where he was at the heart of the rapid growth and development Atradius has experienced in the Middle East, as well as helping steer a successful path through the financial and political crises in the region. Mr. Boberg left Dubai in 2012 after 4 year of steady growth of the portfolio in the region.

Prior to taking up the Country Manager role for Atradius Sweden Mr. Boberg has worked with Atradius Special

Products responsible for developing the business in the Nordic region. ©

**For more information,**  
please visit [www.atradius.com](http://www.atradius.com)



Jos Kroon



## New shareholder Nationale Borg

Nationale Borg is pleased to announce that its shareholders, HAL and Egeria, have entered into an agreement with AmTrust Financial Services, Inc. about the transfer of all shares in N.V. Nationale Borg-Maatschappij.

The completion is subject to approval of the regulatory authorities as well as other conditions customary for this type of transaction, such as finalization of the procedures under the Works Councils Act. The transaction is expected to close by year end 2015.

“We at Nationale Borg are pleased with AmTrust as our new shareholder. Business will continue to be

conducted as usual and there will be no effect on our cedents. We will continue to provide the capacity and service you have come to know from us and we feel confident that with AmTrust as our shareholder, these will only be strengthened.”, said CEO Jos Kroon. ©

For more information, please visit [www.nationaleborg.com](http://www.nationaleborg.com)

## Old Mutual Group increases shareholding in Credit Guarantee Insurance Corporation of Africa Limited



Credit Guarantee Insurance Corporation of Africa Limited (CGIC) announces that Old Mutual Group, through its local subsidiary Mutual & Federal, will acquire a further 33.6% shareholding in CGIC. These shares were previously held by Santam. This brings the effective shareholding by Old Mutual in CGIC to 86.1%, up from the current level of 52.5%. The transaction is subject to regulatory approval.



Charles Nortje

“This is a significant step forward for CGIC given the diversity, strength and international footprint of the Old Mutual Group and its strategy of becoming the Financial Services Champion across the African continent. In these uncertain economic times, our policyholders will enjoy enhanced financial security through the backing and strength of Old Mutual. It is also a huge vote of confidence in the management and staff of CGIC and all the clients and stakeholders we are privileged to serve. I have no doubt this positions our company for further growth and access to capital, enhancing our competitive abilities.”, said CEO Charles Nortje.. ©

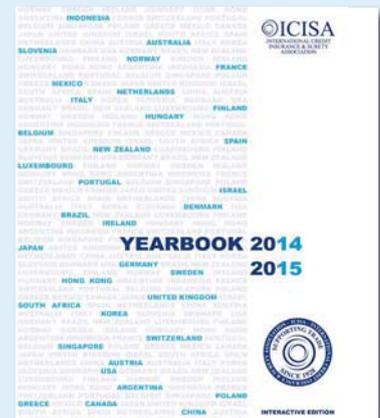
For more information, please visit [www.creditguarantee.co.za](http://www.creditguarantee.co.za)

## Yearbook

### ICISA Yearbook 2014-2015

The Yearbook 2014-2015 can be downloaded from the ICISA website ([www.icisa.org](http://www.icisa.org)).

To order a hard copy, please send an email to [secretariat@icisa.org](mailto:secretariat@icisa.org)





*Mariano Nimo, Ceo;*  
*Juan José Saldaña, Director;*  
*Gustavo Krieger, Chairman;*  
*Aníbal Enrique López, Vice-Chairman*



## Afianzadora's Birthday and Celebrations

Afianzadora Latinoamericana, a company specialized in credit and guarantee insurance, celebrated its Tenth Anniversary with an event at Puerto Madero.

Among the 500 attendants to the event were the main producers and brokers of the local insurance market, colleagues, journalists from the most important media and Argentine and foreign friends.

It is worth highlighting that Afianzadora has much more to celebrate than its 10-year presence on the market and the closing of excellent financial statements: since its start-up, it has grown in more than one aspect. It started with 11 professionals in 2005 and now employs over 50 people deeply involved in the organization's future steps. The office's square meters doubled and it currently holds offices in the main economic locations in the country: Rosario, Mar del Plata, Mendoza and Córdoba.

It was the first company to launch the digital policy and is renowned today as the leader in innovation and technology.

Afianzadora belongs to the main international organizations of Credit and Guarantee Insurance, and the Asociación Panamericana de Fianzas and the International Credit Insurance and Surety Association especially stand out.

It is important to mention that AAPAS's authorities gifted the president of the company, Mr Gustavo Krieger, a plaque to pay tribute to this ten-year team work.

During the event, a video was shown as a vivid memory of these first years and it finished with a vocal performance presented by the VoxPop group.

"I'm pleased to celebrate this anniversary with you my dear friends and colleagues. We achieved this dream thanks to you and we are glad to be by at your side at this joyful event" said Chairman Gustavo Krieger. ©

**For more information,**  
please visit [www.afianzadora.com.ar](http://www.afianzadora.com.ar)



By the International Credit Insurance & Surety Association

# A Guide to Trade Credit Insurance

A practical and accessible industry-wide reference on Trade Credit Insurance, written by a team of industry experts.

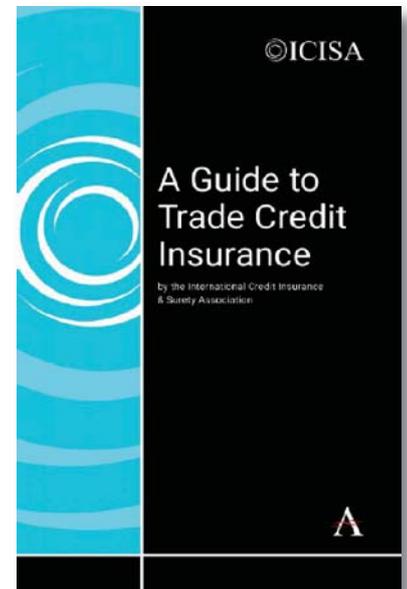
This compact volume is a practical guide for anyone interested in Trade Credit Insurance. The International Credit Insurance & Surety Association (ICISA) presents an approachable but detailed guide written collaboratively by carefully selected industry experts. The guide describes the 'lifecycle' of the credit insurance product, from the initial application stage to the expiration phase of the policy, including practical use aspects for credit managers. The volume offers compact information on the history of trade, the need for protection against trade credit risks, and solutions offered by credit insurance providers. The focus is on short term credit, including whole turnover policies and single risk policies.

## Readership

Suitable for anyone interested in Trade Credit Insurance, from credit managers to policymakers.

## Contents

Foreword; Introduction; Disclaimer; 1. What is trade?; 2. What is trade credit insurance?; 3. Product types; 4. Risk types; 5. Typical set-up of a trade credit insurance contract; 6. Premium, the price for cover; 7. Day-to-day policy management; 8. Buyer risk underwriting in trade credit insurance; 9. Debt collection; 10. Imminent loss and indemnification; 11. Renewal, expiry, termination of a policy; 12. Single risk business; 13. The single risk insurance market: Private and public players; 14. Reinsurance of Trade Credit Insurance; Trade Credit Insurance resources; Glossary of trade credit terminology



## Key selling points

- Collaboration of a diverse group of experts from top organizations around the world
- Written in an approachable style, accessible to the non-specialist
- Includes extended glossary of key terminology
- Includes a list of relevant resources for further reading

## About the Author(s) / Editor(s)

The International Credit Insurance & Surety Association (ICISA) brings together the world's leading companies providing trade credit insurance and surety bonds. ICISA promotes technical excellence, industry innovation and product integrity, as well as addressing business challenges generated by new legislation. ©

## Where to order my copy

To order a copy of the book 'A Guide to Trade Credit Insurance', please visit [www.amazon.com](http://www.amazon.com).

## QBE expands credit & surety in Asia



QBE's Group General Manager of Credit & Surety, Richard Wulff, will be relocating to Hong Kong, effective January 2016.

Richard is relocating to support the Asia Pacific teams and increasing number of clients located across Asia. Richard remains responsible for the Group's Trade Credit, Surety and Political Risk portfolios in Australia & New Zealand, Asia, Europe, North America and Latin America as well as Austral Mercantile Collections, an agency active in Australia.

David Fried, Chief Executive Officer, Emerging Markets, QBE Insurance Group said, "Richard brings extensive global experience to our region which will enable us to better support our partners and clients."

Richard Wulff said "I am thrilled to be one of the world's most vibrant environments to grow QBE's trade credit insurance and surety business. I look forward to serving

our clients both in Asia Pacific and throughout our world-wide operations."

Prior to joining QBE, Richard worked in India as Chief Underwriting Officer for HDFC ERGO, writing all major non-life lines of business. He received his business degree in his native country of Holland and, after spending a decade with NCM in Amsterdam and Dublin in direct underwriting and reinsurance, moved onto Munich Re. Here he led various groups in the credit, surety and political risk reinsurance area. ©

**For more information, please visit [www.qbe.com](http://www.qbe.com)**

## Endorsed Conferences

ICISA endorses numerous conferences related to the trade credit insurance, surety and political risk industries:

**West Coast Trade & Working Capital Conference 2015**  
(19 November 2015, San Jose, USA)

**China Trade & Commodity Finance Conference 2015**  
(24 November 2015, Beijing)

**Nordic Region Trade & Export Finance Conference 2015**  
(25 - 26 November 2015, Stockholm)

**Insuring Export Credit & Political Risk Africa**  
(2 - 3 December 2015, Cape Town)

**West Africa Trade & Export Finance Conference 2016**  
(3 - 4 February 2016, Lagos)

**GTR Mena Trade Finance Week 2016**  
(15 - 17 February 2016, Dubai)

**GTR Africa Trade Finance Week 2016**  
(2 - 3 March 2016, Cape Town)

**Receivables Finance International Convention**  
(9 - 10 March 2016, Lisbon)

*More information on our endorsed conferences can be found on the ICISA website.* ©



Join over 3700 other industry experts in the ICISA group on LinkedIn

### The ICISA Insider

#### How to get a free Subscription

If you would like to be added to the distribution list of The ICISA Insider, please send a message to [secretariat@icisa.org](mailto:secretariat@icisa.org).

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# Training Schedule 2016

## April 2016

### Trade Credit Insurance Training Seminar

21 - 22 April 2016, The Hague, NL

This two-day in-depth basic level training seminar in Trade Credit Insurance for professionals from inside and outside the trade credit insurance industry with up to 3 years of work experience.

### Surety Training Seminar

21 - 22 April 2016, The Hague, NL

*'A Focus on the Fundamentals of Surety'*

This two-day in-depth basic level training seminar in Surety for professionals from inside and outside the surety industry with up to 3 years of work experience.

## July 2016

### Trade Credit Insurance (advanced) Training Seminar

*(Underwriting & Claims Handling)*

30 June - 1 July 2016, The Hague, NL

*'The Essence of Trade Credit Insurance'*

Day 1: Underwriting

Day 2: Claims Handling

This two-day advanced training seminar in Trade Credit Insurance for experienced professionals (4 years experience and more) is modular. Participants can choose to attend one or both modules.

### Surety (advanced) Training Seminar

30 June - 1 July 2016, The Hague, NL

*'Best Practices in Uncertain Times - Underwriting, Claims Handling and Business Development in Surety Today'*

A two-day in depth training in underwriting surety and managing risks during a recession. The seminar is aimed at experienced surety underwriters (recommended 4 years' experience or more).

## For more information

STECIS - The Trade Credit Insurance & Surety Academy  
Tel. +31 (0) 20 528 51 70  
info@stecis.org, www.stecis.org



Participants Stecis training seminar April 2015



STECIS Board members (from left to right) Michael Kennedy, Martin van der Hoek (Chairman) and Jean-Pierre Knébel.



## ICISA Members



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