## PARTNERS BY REGION

### EUROPE

- **Albania**: Balkan JSC
- **Austria**: Koban Südvers
- **Azerbaijan**: CINCo Group
- **Belgium**: ADD NV
- **Bulgaria**: Balkan JSC
- **Croatia**: KSG Broker
- **Cyprus**: Comergon SA
- **Czech Republic**: Renomia
- **Denmark**: Denmark Comitee, Tieto’s Mæglerselskab P/S, Estonia, IIZI Kindlustusmaakler
- **Estonia**: IIZI Kindlustusmaakler
- **France**: Théorème
- **Germany**: Vertlingue Insurance, Lurse, Profin, Südvers Gruppe
- **Greece**: Comergon SA
- **Hungary**: Potter Broker Limited
- **Ireland**: Frank Glennon
- **Italy**: Andrea Scagliarini
- **Kazakhstan**: CINCo Group
- **Latvia**: IIZI SIA
- **Lithuania**: Fitliff Insurance Brokers
- **Luxembourg**: ADD NV, North Macedonia, Balkan JSC
- **Netherlands**: Meijers Assurantien B.V.
- **Norway**: Arctic Insurance Broker AS, Norway, Söderberg & Partners, Poland, Mentor SA
- **Portugal**: Malakut Insurance Brokers, Spain, AGD d.o.o., Slovakia, Renomia, Slovenia, AGD d.o.o., Spain, Cogesa
- **Russia**: Malakut Insurance Brokers
- **Serbia**: AGD d.o.o.
- **Slovakia**: Renomia
- **Slovenia**: AGD d.o.o.
- **Spain**: Cogesa
- **Sweden**: Söderberg & Partners, Switzerland, S&P Insurance Group
- **Switzerland**: VZ Insurance Services

### NORTH AMERICA

- **Bermuda**: Price Forbes
- **Canada**: EgR, Hub International, Sterling Capital Brokers

### LATIN AMERICA

- **Argentina**: Makler SA
- **Bolivia**: Kieffer & Asociados S.A.
- **Brazil**: Harmonia Corretora de Seguros
- **Chile**: Lilienfeld
- **Colombia**: Correcol, Dominican Republic
- **Dominican Republic**: Franco Fernandez, Ecuador
- **Ecuador**: Ecuaprimas
- **Mexico**: Protección Dinámica, Panama, Corporación Continental Peru
- **Uruguay**: Makler SA, Venezuela, MakLER, SA

### MIDDLE EAST & AFRICA

- **Africa**: Ascoma, OLEA, Angola, Allied Insurance Brokers, Egypt, Associated Insurance Brokers
- **Israel**: B. Litay Risk Management 2011 Ltd, Israel, Madanes Insurance Agency Ltd, Lebanon, Holland Insurance Group s.a.l.
- **Morocco**: EPEGA SA, Nigeria, Ark Insurance Brokers Limited, Oman, Risk Management Services, Pakistan, Risk Management Services
- **Qatar**: Insure Direct, Saudi Arabia, Daman Insurance Brokers
- **South Africa**: GIB Holdings, South Africa, Price Forbes (Pty) Ltd South Africa

### ASIA PACIFIC

- **Australia**: Honan Insurance Brokers, China, Chang Cheng Ins. Brokers, Sino Insurance Brokers
- **Hong Kong**: Pacific Prime Insurance Brokers, Hong Kong, Worldwide Insurance Services Enterprise, India, Global Insurance Brokers
- **Indonesia**: Prudent Insurance Brokers
- **Japan**: Mojumdar & Company
- **Korea**: Ace Risk Management
- **Malaysia**: Anika Insurance, Honan Insurance Brokers, New Zealand, World Insurance Brokers
- **Singapore**: Bacas & Bacas
- **Taiwan**: Worldwide Insurance Services Enterprise, Thailand, Chaz Ltd.

### ASSOCIATE MEMBERS

- **Australia**: MSM Loss Management, Guernsey, Alternative Risk Management, Axco Insurance Information Services
- **USA**: Marsh Berry, Milliman, Hanover Stone Partners
- **Vietnam**: Malakut Insurance Brokers
WBN’s 2019 Annual Review goes to print at a time when the world has been profoundly impacted by COVID-19. It has tested our health, our livelihoods, and how we do our work. We have responded with the creativity and passion for excellence for which WBN is known.

We turn to our review of 2019—a milestone year that was yet another high point in the history of WBN, and one that reminds us of the strong foundation built over 30 years that positions us to endure the current crisis and come back stronger than before.

During 2019, WBN stayed on its trajectory to improve the efficiency of the board of directors, and increase diversity of its membership. The executive committee of the board, created in 2018, continued to demonstrate its value for effective handling of many immediate decisions, thus allowing more time during board meetings to concentrate on strategic direction and long-term goals. Our board members are engaged in many aspects of the network, from due diligence of prospective members, building-out roles of board “ambassadors” to key carrier sponsors, new members, committees, and WBN’s Young Professionals Group. In short: to activate and energize the entire board in playing a wider leadership role in the network.

Membership expansion in 2019 reflects the rigorous data analytics that we know to be essential to make thoughtful decisions on network growth. We have expanded both our geographic reach, as well as meeting more of our member requests to have a choice of brokers within a country to best meet the needs of clients and prospects.

I look back with pride at what together we have achieved. I look forward to continuing to support WBN and wish for us all a return to the path of a bright future.
WBN has withstood challenges throughout its history and has always been able to rely on the deep commitment and fortitude of its members to thrive in changing markets.

2019 was a particularly special year for WBN with the celebration of WBN’s 30th anniversary and the opportunity this presented to better understand the network through the founding and distinguished members of WBN’s early era. It deepened our knowledge of the original principles that remain at the core of how WBN succeeds today.

We are continually reminded by founding and new member firms alike how the trust developed through the personal connections of our members is essential to the professional service levels that clients have come to expect.

WBN’s 2019 Global Conferences in Boston and Madrid drew record attendance of both members and clients—more than 760 executives. The voice of the customer has never been heard more clearly and speaks to exceptional opportunities for business development.

Evolving regulations in the insurance field continue to keep WBN focused on how to manage compliance rapidly and efficiently and to ensure accountability across the network. This is just one aspect of change management for a global organization.

WBN in 2019 was deeply engaged in improving how we message to our members, associate members, and carrier sponsors. It has been about developing an ecosystem of working virtually with our member firms and creating better connections. This future-focused approach had turned out to serve us well today as we have moved into a more “virtual world.”

I am pleased that 2019 saw WBN reach a high point in the number of carrier sponsors. We have deepened our sponsor engagement, particularly on the employee benefits side. Our sponsors deliver valuable thought leadership to WBN members by participating in our global and regional conferences, and in developing original webinar offerings that reach even wider audiences.

WBN’s increased its momentum in 2019 in conjunction with WBN’s 30th anniversary. This sustains us today as we continue take our business forward in a global environment with unprecedented human and economic challenges.

Our thirty-year track record gives me great confidence in our future. We will emerge from this pandemic much stronger, more resilient, and more focused as a network.
The Worldwide Broker Network continues to thoughtfully expand by welcoming superior independent brokers in select markets that sustain our growth and expand options for clients and prospects. Each organization has been invited to join WBN only after completing a rigorous due diligence process to ensure an excellent fit in meeting our collective goals. WBN also seeks associate members whose high-quality non-brokerage service offerings add complementary value to the network. To learn more about these members and associate member, click on their logos to view their pages and Member Fact Sheets on the WBN website.

NEW PARTNERS WELCOMED IN 2019

- ZURICH, SWITZERLAND
- QUEBEC, CANADA
- TORONTO, CANADA
- ATLANTA, USA
- MICHIGAN, USA
- MUMBAI, INDIA
- TURKEY
- PARIS, FRANCE
- VENEZUELA

ASSOCIATE MEMBER
My fourth year with WBN was the busiest of all, across many measures:

- **Membership expansion**: Finding the right members to enhance WBN’s competitive edge entails extensive due diligence. Our efforts led to new members joining in 2019: Sterling Group (US), Théorème (France), EgR (Canada), OYAK (Turkey), and Global Insurance (India).

- **Steering Committees**: WBN’s European Steering Committee attained a mature phase and deepened its involvement in carrier market and capacity issues, compliance and best-practice sharing. The US/Canada Steering Committee has been progressing as well.

- **The international insurance business development course** was taught both in-person and on-line 2019 including eight additional WBN member firms (bringing the total to 50 firms), and 157 more insurance professionals (total to-date is 818).

- **Global carrier sponsor relationships**: deepening the mutual value proposition, especially in country, at the local and regional underwriting levels.

For 2020 thoughtful membership expansion remains a top priority, as we explore additional partnerships in Japan, China, the Czech Republic, Poland, Finland, and Singapore.

---

**EMPLOYEE BENEFITS**  
*Alan Fergusson*  
*Director of Employee Benefits*

I was pleased to re-join WBN as director of employee benefits in May 2019. I was a member from 2012, and for over four years I served on WBN’s Board of Directors while I was at member firm Mattioli Woods.

To enhance the growing presence of the employee benefits side of WBN’s membership (now representing over one-third of the business), we embarked on several new initiatives in 2019:

- WBN became the international technical benefits partner of The RES Forum, an influential learning and networking community for international human resources and mobility professionals from some of the world’s leading employers. WBN co-sponsored the research on duty of care that resulted in a well-received and timely study report.

- Expanding EB–related Associate Memberships. During 2019 we welcomed Ceridian—an award-winning human capital management technology company serving organizations across the globe.

- Exhibited at Employee Benefits Live in UK, Europe’s largest benefits exhibition along with member.

- Deepened WBN’s engagement with carrier sponsors and welcomed MAXIS/MetLife.

- Continued exploration of EB technology solutions.

The year 2020 has been off to a strong start in the above and other areas, as WBN continues to pursue a strategy to be more widely recognized for excellence in helping to clients to delivery excellent global benefits solutions.
2019 was year of significant progress in how WBN communicates its value proposition to outside markets through a variety of tools. The 30th anniversary WBN was an exceptional opportunity to showcase internally how the network’s founding principles have grown stronger over time and deliver more value than ever to our members and their clients. Highlights included:

- 30th-anniversary logo, branding, and enhanced conference experiences in Boston and Madrid.
- “WBN @ 30: Yesterday, Today, Tomorrow” book.
- WBN’s first capabilities brochure delivered a compact, engaging print piece to enhance client prospecting opportunities.
- The “Broker Tool Kit” was created to efficiently delivers WBN marketing support resources in a single place in the members side of the WBN website.
- Marketing Steering Committee members, Cristina de Uriarte of Concentra (Spain) and Martin Flink of Soderberg (Sweden), spearheaded a survey of WBN members that grew out of their original business development initiative on the European Steering Committee. It was expanded and adapted for worldwide distribution.
- New design and messaging for WBN broker ranking ad.

Members who take advantage of WBN’s technology resources equip themselves with an array of solutions to attract and serve clients with international operations. WBN invests heavily in this area and will continue to make enhancements to its technology offerings to meet the demand from its members and their clients. Highlights from 2019 include:

- WBNnet has continued to expand in importance to our members, with 2,220 user, 806 clients and 97 countries serviced in 2019.
- Servicing the life cycle from prospect to client was a key area of focus.
- The WBN website had a layout and design refresh. It drew 4,500 monthly site visitors and 13,500 monthly page views. The Member Forum has had its most active year since inception.
- New modules for P&C and employee benefits were added to AXCO.
- Project launched for WISP; Written Information Security Program

For 2020 a key project will be to showcase the value of WBN in a short demonstration video. We hope this will enhance in the eyes of prospects (and clients who are not currently using WBN) how the tool enables WBN to offer connectivity and value that makes our independent broker network function from an information perspective as efficiently as any competing network.
The largest independent broker network.
Six continents. 100+ countries. Local expertise. Global reach.

The Worldwide Broker Network of 112+ member firms offer:
- Top-quartile local presence
- Offices in 500+ cities
- State-of-the-art technology
- Compliance-focused solutions
- Continuous 360-degree reviews
- Combined purchasing power

*Based on estimated 2018 revenues.

WBN @ 30: Yesterday, Today, Tomorrow
is the commemorative publication tracing the origins of the network through the milestones of its remarkable journey. The voices of WBN leaders were heard through a series of engaging interviews, illustrating the unbroken links of trusted personal relationships as key to maintaining the success of WBN over three decades.
2019 was a special year, both for the YPs to take part in 30th anniversary for WBN and for me personally in my first year chairing the YP group. Although I was previously involved in the planning as Vice Chair, the leadership role has been entirely different. It was invigorating to see WBN from a different perspective and become involved in varied projects at different levels. I look forward to sharing more and more exciting YP projects in the future. There were many memorable professional development opportunities that WBN YPs were able to engage with for their individual growth, and to make them stronger contributors in their firms:

- Zurich held a fantastic all-day YP session “Collaborating Effectively in an International Environment,” prior to the Boston conference. The session provided insightful communications knowledge and techniques which the YPs could take back to their offices.

- The YPs enjoyed an interesting session from Feld Entertainment, Inc., presented by Vincent Foderingham, which focused on their business model and risk management approach.

- At the Madrid conference, the YPs had a very inspiring session with Founding and Distinguished Members, including Alec Finch, Manfred Karle, Scott Stewart, Erich Kiefhaber, Keith Chapman, Damien Honan and Neil Morrison. Each member shared how they started in the industry, the journey, key experiences and takeaways.

- Jen Blair from Bose held a remarkably interesting and open discussion with the YPs about her career and time at Bose. The session also included the history of Bose, its future goals and viewpoints on the future of technology.

- Following the theme on futuristic technologies, CNA presented a session on “Getting to Grips with Intangibles—Preparing your Workforce for the Fourth Industrial Revolution.” CNA also shared their understanding on how the insurance industry will adapt to new technologies.

- AIG hosted the YPs at their Madrid office for a half-day meeting. Ralph Mucerino – AIG President for Distribution Partners and Major Accounts, and Ignacio del Corral, Risk Manager of Santander, to discuss career decisions, drawing from their own experiences, the importance of brokers, and again the future of insurance.

- MarshBerry kick-started their specially designed YP sessions with a presentation on leadership, with insights of what makes for a successful brokerage, benchmarks for success, and qualities of leaders in top brokerages.

- At the Madrid conference, Kristina Kreisberg, YP representative for the European Steering Committee, and I presented the WBN Exchange Programme, including recommendations for future exchange and feedbacks from previous successful ones.
WBN BOARD OF DIRECTORS AND STAFF

James Watt  
WBN Board Chairman  
EPIC Insurance Brokers, Houston, Texas, U.S.

Juan Carlos Arias**  
Corporación Continental, Panama City, Panama

Olga Collins  
Beecher Carlson, Atlanta, Georgia

Priscila Conduta  
Harmania, Sao Paolo, Brazil

Daniel de Swaan  
Meijers Assurantien B.V., Amstelveen, the Netherlands

Cristina de Uriarte  
Grup Concentra, Spain

Pavanjit Singh Dhingra**  
Prudent Insurance Brokers, Mumbai, India

Alec Finch  
WBN Corporate Secretary  
AFL Insurance Brokers, London, UK

Alex Gilmore  
WBN Treasurer  
Price Forbes, London, UK

Brian Hetherington  
ABD Insurance, San Mateo, California, U.S.

Damien Honan  
Honan Insurance Group, Victoria, Australia

Steve Hylant**  
Hylant Group, Toledo, Ohio, U.S.

Florian Karle  
Sudiers Gruppe, Au bei Freiburg, Germany

Eva Madsen*  
Ensure International, Aarhus, Denmark

Larry Mojumdar  
Mojumdar, Tokyo, Japan

Markham McKnight  
BXS Insurance, Baton Rouge, Louisiana, U.S.

Susan Murphy  
HUB International, Toronto, Ontario, Canada

Walid Nehme  
Associated Insurance Consultants, Dubai/Abu Dhabi, UAE & Cairo, Egypt; Daman Insurance Services, Riyadh, Saudi Arabia

Neil Raymond  
Pacific Prime, Hong Kong

Gabriel Rico  
Fidex, Monterrey, Mexico

Matteo Scaglierini  
Andrea Scaglierini SpA, Bologna, Italy

*through April 2019  
** through September 2019

STAFF

Francie Starnes  
Chief Executive Officer

Richard Duffy  
Director of Communications

Alan Fergusson  
Director of Employee Benefits

Lea Gottwald  
Project Specialist

Antoinette (Toni) Gambonini  
Property & Casualty Consultant

Robert Sterngold  
Director of Technology

Schyler Tollmann  
Administration/Office Management

SPOTLIGHT ON BOARD MEMBERS JOINING IN 2019

Olga Collins  
Beecher Carlson, Atlanta, Georgia | April 2019

Olga is Becher Carlson’s Multinational Practice Leader. She serves a Board Liaison to the WBN Young Professionals Group.

Cristina de Uriarte  
Grupo Concentra, Madrid, Spain | July 2019

Cristina has been director of financial lines since 2009. She is the Board Liaison to the Marketing Communications Steering Committee

Neil Raymond  
Pacific Prime | Hong Kong & Singapore | October 2019

Neil relocated to Hong Kong in 1999, where he founded Pacific Prime, focused on employee benefits and today offering a bespoke technology solutions.

Gabriel Rico  
Fidex | Monterrey, Mexico  
October 2019

Gabriel is partner and commercial director of Fidex, which he founded in 2002. Fidex joined WBN as a member firm in 2009.
2019 WBN REGIONAL CONFERENCES

EUROPEAN REGIONAL CONFERENCE
January 2019 | Prague, Czech Republic
Member Host

- Google: “The Age of Assistance”
- “The Innovation Turbine”
- “Reshaping the Insurance Landscape: Blockchain & Internet of Things”

ASIA PACIFIC REGIONAL CONFERENCE
February 2019 | Singapore
Member Host

- “Unique Landscape of China Market”
- “M&A Valuation of AP Insurance Business”
- “Claims in AP & How They Work”
Since its inception at the October 2014 WBN Global Conference in Santiago, Chile, WBN’s philanthropy program, “Joining Hands Worldwide,” has made eleven gifts to worthy causes in the cities where we have hosted our gatherings. The charities have ranged from healthcare, to hunger-prevention, to youth programming.

Boston, Massachusetts | April 26, 2019

**Women’s Lunch Place**

Women’s Lunch Place (WLP) opened its doors in November of 1982 to serve women a hot lunch in a safe welcoming place. It has grown into a vibrant and supportive day community that is open six days a week, preparing and serving 106,201 meals to over 1,400 individual women. WLP’s mission is entirely funded by private donors and counts upon a dedicated volunteer base to deliver meals, job-seeking, and health services in a personal, compassionate way. In the historic setting of Boston’s Harvard Club, WBN Chairman of the Board Jim Watt and Olga Collins of Member Host Beecher Carlson present a check for $10,000 to Liz Harrington of the Women’s Lunch Place.

Madrid, Spain | September 20, 2019

**Proyecto Gloria**

Founded in Madrid in 2000 by Gloria Igelsias, Proyecto Gloria has expanded its services while retaining its grassroots spirit. Housing support is the main pillar of Proyecto Gloria’s mission, securing suitable living arrangements, plus furnishings to make these places true homes. Financial gifts, furniture donations, and an active volunteer corps benefit people living with HIV/AIDS and other vulnerabilities. From left to right: Cristina de Uriarte of Member Host Concentra, Gloria Iglesias, WBN Chairman of the Board Jim Watt, and Belinda Washington, celebrity spokesperson for Proyecto Gloria.

**WBN LEADER SERIES**

WBN inaugurated its Speaker Series at the Global Conference held in Chicago in May 2012. Renamed the Leader Series in 2019, it has evolved into a signature event held on the eve of the start of the conference sessions, providing thought-leadership on issues affecting the world of insurance and global trade. Speakers have included renowned insurance executives, academics, political analysts, senior government officials, and business leaders.

**Mike McRaith**  
*Boston, Massachusetts*  
*April 24, 2019*

Michael McRaith, managing director, Blackstone Insurance Solutions, was the first director of the U.S. Office of Insurance, in the Treasury Department. McRaith offered insights on the value created when the U.S. was empowered to deal with its trading partners overseas on insurance matters with a unified voice. An enduring success of this work is the EU – U.S. Covered Agreement governing the supervisory treatment of transatlantic insurers and reinsurers.

**Javier Vega de Seoane**  
*Madrid Spain | September 18, 2019*

Javier Vega de Seoane’s prominent business experience confirms the fundamental value of brokers. Despite trends towards disintermediation, trust built on professionalism and client confidence are needed more than ever. Protectionism and barriers to free markets have become a looming concern. Inequalities created during austerity years challenge Europe to balance competitiveness with welfare, with 7% of world’s population and 20% of GDP, but 50% of social expenditure. Projects today require transparency, education, and affection—the feeling that people belong to the project—to achieve lasting success.
60TH GLOBAL CONFERENCE
Westin Copley Place  |  Boston, Massachusetts

Member Host

BEECHER CARLSON

• “America’s Global Leadership in the Trump Era”
  —keynote by Ambassador Nicholas Burns
• “The Next 30 Years: A New Climate-Finance Forecasting
  Paradigm for Improving Risk-Based Outcomes”
• “Non-Affirmative Cyber: Intent, Aggregation & Gaps”
• “Governance and Compliance as Sales Tools at WBN”
• “Insurtech: Trends and Innovation”
61ST GLOBAL CONFERENCE
Westin Palace Hotel | Madrid, Spain

Member Host

- Official welcome by the Mayor of Madrid, José Luis Martínez-Almeida
- “Navigating the Unknown”
- “Getting to Grips with Intangibles: Reputation Risk Panel”
- “Sustainable Energy – Client Industry Panel”
- “Autonomous Systems and Vehicles”
- “Venture Capital Insights and Business Opportunities”
WBN’s 30th anniversary was enriched by the presence of founding members of the network and distinguished members who were part of WBN’s early era of global growth. At Madrid’s Palacio de Santoña, dinner was hosted in their honor on Thursday evening. The highlight of Friday’s conference session was an informative and lively panel discussion with the Founding and Distinguished Members. They later spoke with WBN’s Young Professionals Group, reflecting on the growth stages of their careers and organizations and sharing their insights for achieving long-term success. At the 30th-anniversary gala Friday evening, having founders celebrate alongside members who had only joined the network during 2019 gave an extraordinary sense of the continuity and collegiality for which WBN has stood for three decades.
30TH ANNIVERSARY GALA

Casa de Mónico | Madrid, Spain
Friday, September 20, 2019