

## ACE Insurance demonstrates compliance with RISK360®



### KEY BENEFITS

- Global access via web browser
- Central repository for all compliance and risk management documents
- Makes compliance easy through automatic reminders
- Flexibility to cope with any regulatory regime

### THE CHALLENGE: GLOBAL ACCESS TO COMPLIANCE INFORMATION

Global insurer ACE Insurance needed to comply with the guidelines set by regulators in order to bring new products to market. It used web-based RISK360® software to bring information and stakeholders together to demonstrate compliance.

*"The challenge is: how do you give access to all interested parties, including staff, banks, regulators and governments? RISK360® gives visibility to any stakeholder of what's required to comply."*

Glenn Crippa,  
Director of Systems Development,  
ACE Insurance

As part of the ACE Group of Companies, global leaders in insurance and re-insurance, ACE Insurance wanted to introduce an online insurance system in its Malaysian operation and had to comply with guidelines set down by the country's regulators. It not only had to prove that regulatory guidelines had been met, but also demonstrate ongoing compliance.

ACE Asia Pacific's Director of Systems Development and Deputy Head of IT, Glenn Crippa, said the regulator's requirements related not only to internet insurance, but also to the insurer's IT systems, outsourcing arrangements and security policies. That meant finding a compliance system that would span all of these activities.

"We are in the business of risk, so we do have an internal risk management system. However, given the increasing regulatory environment, the need for an automated escalation process, automatic reminders and remote access capabilities, it made logical sense to adopt RISK360® as it had everything we needed."

ACE Insurance in Malaysia is traditionally a corporate insurer, dealing with commercial property, commercial liability, motor and accident insurance and health products like travel insurance. The company wanted to expand into the small business insurance market via agency channels, and wanted to deploy an online system to facilitate it. But first it needed to obtain approval from the regulators.



**THE SOLUTION:  
RISK360® FOR  
VISIBILITY AND  
CONTROL**

**WEB-BASED SYSTEM  
BRINGS STAKEHOLDERS  
TOGETHER**

**AUTOMATIC REMINDERS  
MAKE COMPLIANCE EASY**

ACE Insurance selected RISK360® to manage its compliance and demonstrate that the company complied with the guidelines, and to be able to give the Malaysian regulator the ability to log on at any time to check on their compliance.

“Regulatory officials have the assurance that they can access the system at any time if they want to. The fact that we have it provides confidence that we comply,” said Crippa.

ACE Insurance had been working with the developer of RISK360®, Touchmark Software, since 2003 as a user of its ePolicy online insurance underwriting system.

“We chose RISK360® for our compliance needs because we needed a robust way of showing the regulator that we were serious about meeting all the regulatory requirements,” said Crippa. “RISK360® gives visibility to any stakeholder of what’s required to comply with Sarbanes Oxley legislation, if you are a US-corporate headquartered company like we are or one which needs to comply with the guidelines of any other regulator.”

“For all kinds of compliance tasks, whether they are financial reports or physical security checks, RISK360® controls when they are done, makes sure they are being done and alerts you when they haven’t been done. It means you have an auditable process in place.”

Secure access to RISK360® is provided to ACE Insurance via a web browser, as an online subscription service. As it can be accessed anywhere, anytime, ACE Insurance uses RISK360® to bring together stakeholders from all around Asia Pacific, many of whom travel frequently and need to be able to work remotely from customer sites or hotel rooms. Around 15 people are using the system for the Malaysian project, based in Kuala Lumpur, Singapore and Sydney.

“The challenge is, when you are a 24/7 global company on the move – how do you give access to all interested parties, including staff, banks, regulators and governments?” said Crippa.

RISK360® has given ACE Insurance a central repository for all documentation, policies and processes related to compliance, which can be accessed by anyone who has the appropriate authority. ACE Insurance staff can see the company’s level of compliance at any point in time.

For example, under the Malaysian regulator's guidelines, ACE Insurance needs to review its security infrastructure every six months, and prove to the regulator that it has all the latest software patches and up-to-date security products in place. These requirements have been entered into RISK360<sup>®</sup> as a risk, and the system now reminds the owners of the related tasks to complete them. If they are not completed within the allocated timeframe, they are escalated to the assigned compliance manager.

"We are all so busy these days, that trying to keep on top of tasks to do and changes to make continuously can be hard, so the RISK360<sup>®</sup> system helps by reminding you," said Crippa. "RISK360<sup>®</sup> has made compliance much less onerous than it otherwise would have been. As a result, we now have world-class guidelines for internet insurance and IT management."

#### PROFESSIONAL SUPPORT AT THE COALFACE

RISK360 Software helped ACE Insurance prepare the extensive documentation required by the regulator and attended the presentation in Kuala Lumpur.

"It's not something you'd need all the time, but we were very pleased to have their support when we presented to the regulator. RISK360<sup>®</sup> helped us with the whole process, not just the software," Crippa said.

#### FUTURE PLANS

The implementation of RISK 360<sup>®</sup> for the purposes of gaining approval in Malaysia is being treated as a pilot, with the software currently being evaluated for use throughout the organisation.

"We are evaluating RISK360<sup>®</sup> for Sarbanes Oxley compliance across the company, and expect to roll it out throughout the different offices in future," said Crippa.

#### ABOUT ACE INSURANCE



The ACE Group of Companies is a global leader in insurance and reinsurance serving a diverse group of clients. Headed by ACE Limited (NYSE: ACE), a component of the Standard & Poor's 500 stock index, the ACE Group conducts its business on a worldwide basis with operating subsidiaries in more than 50 countries with a strong presence in the Asia Pacific.

ACE Asia Pacific is an extensive network of operations serving Australia, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam. Presence in China is driven by a strategic partnership with Huatai Insurance Company, in which ACE is the single largest shareholder. A strong management team and underwriters, recognised for their deep industry knowledge, steer product development across the region.