

Insurance Day FAQ

June 2017



Insurance Day – enhancing your user experience

Why has the Insurance Day website changed?

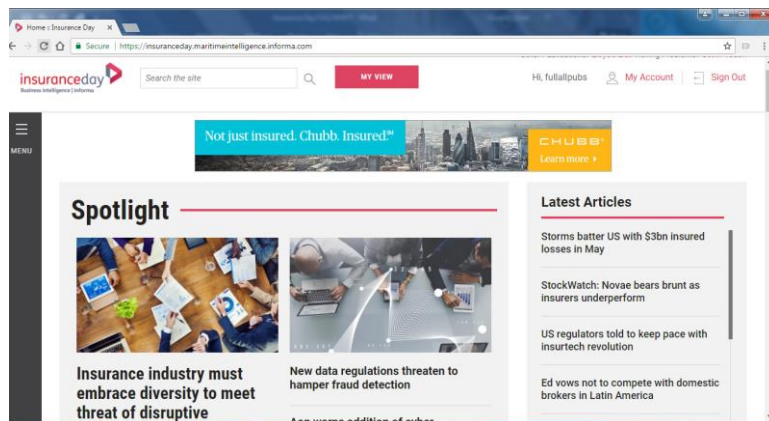
Insurance Day’s digital platforms have been upgraded to improve your experience when accessing our market-leading insight and intelligence.

Following feedback from our readership, we have updated our platforms to make your navigation through the site a simpler and more insightful process.

Our content is now grouped to better highlight the intelligence we are providing you on our core London specialty and global reinsurance markets.

The new platform also allows you to personalise your news feed as well as greater control over email alerts to access the information you need to stay ahead of the competition.

Our investment in our digital platforms will continue, and subscribers can expect more enhancements and additional features in the coming months. We will continue to listen to your feedback and enhance your user experience.



For further information contact: clientservices@insuranceday.com

Visit: insuranceday.com/clientsupport

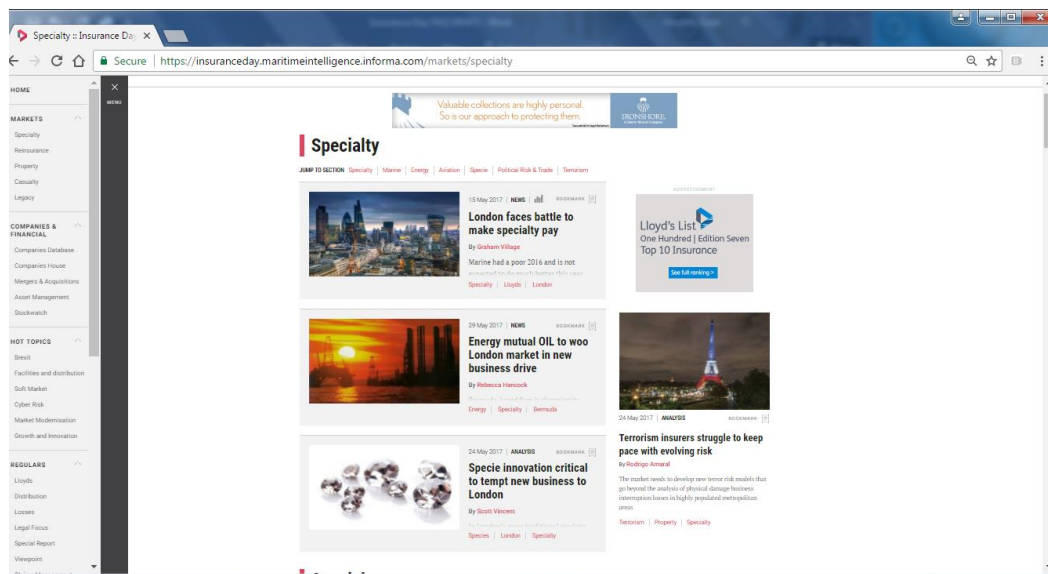
As an Insurance Day customer what has changed to my Insurance Day subscription?

As a subscriber you will continue to receive access to all of our insight and data. The new platform has been designed to help better contextualise our content, so that navigating to other relevant articles and data will be less complex.

This will allow you to become better performed on the key issues facing your business while reducing the time spent navigating through the site.

You will continue to receive:

- **Your daily email services:** our morning news service will continue to bring you the latest insight into the story behind the market's latest developments. You will also have the option to sign up for a variety of sector email alerts, which will bring you news and analysis on that particular sector.
- **Full access and use of the insuranceday.com archive** – our digital library of insight and intelligence on the global specialty and reinsurance markets now stretches back more than 10 years, and this all remains available to you via our upgraded digital platforms.
- **Enterprise corporate subscribers** will continue to receive the daily PDF and Insurance News 24 services, providing a daily digest of industry developments to help you keep abreast of the trends impacting your key markets.



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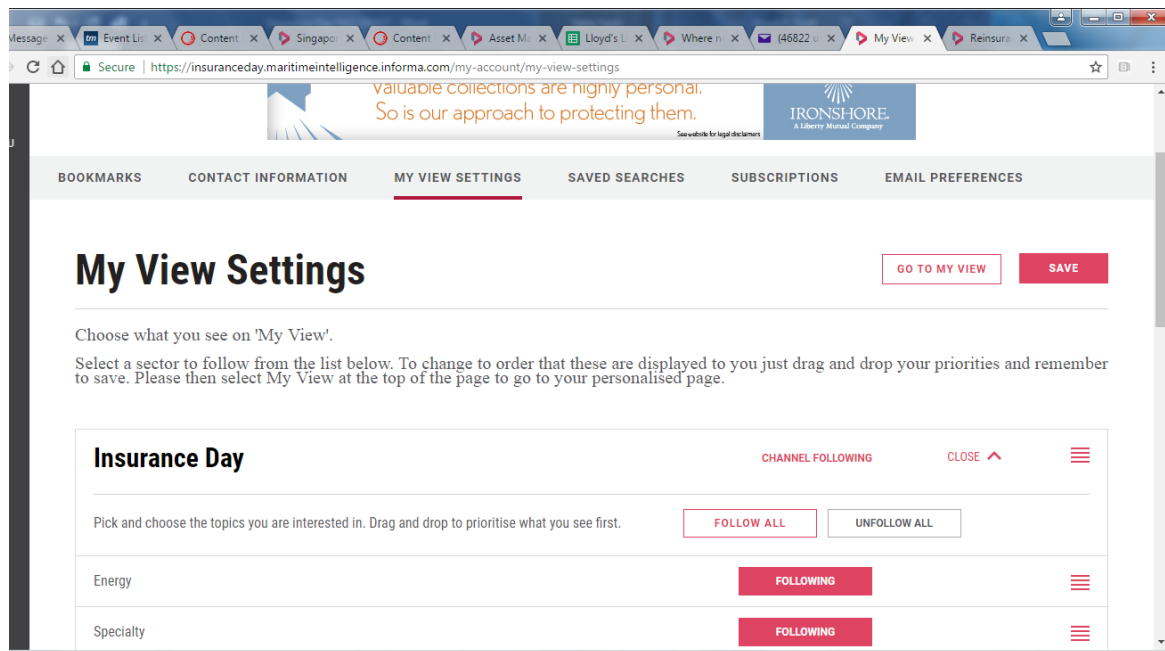
Should I expect to see any new features that I will benefit from?

Subscribers to the Insurance Day digital platforms will now benefit from simpler navigation, improved search and bookmarking capabilities, while we have also made it easier to share articles with your colleagues. We are also introducing the capability to personalise your experience with our new feature **My View**.

What is My View? How do I personalise my experience?

The My View feature allows you to choose to receive the content you think is most relevant to your business. This means you are able to personalise the Insurance Day homepage to receive the content you want.

The My View tab can be found on the new Insurance Day homepage. Click the red My View button to set options for what you want to follow in your personalised view.

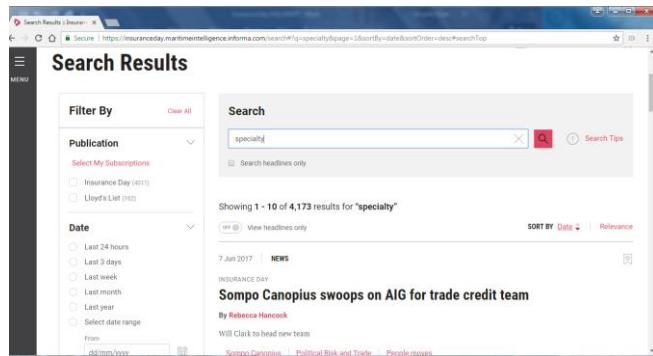


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How has the Search function improved?

Our enhanced Search functionality now allows you to save your searches for later reference, send them to your colleagues, as well as receive notifications when new articles are published that match your saved search criteria.



What emails can I sign up for?

The enhanced insuranceday.com allows you to receive a range of email alerts to keep you up to speed with the latest market developments.

Each morning you will receive our daily email briefing of the day's most important news and analysis. This will be curated by our editorial team to ensure you are informed of the most important events that could impact your business.

Each Monday, we will also send you a round-up of the most important analysis of the previous week, curated by our editorial team.

Our email services also allow you to set up email alerts for the individual sectors covered by our platform. Each morning you will receive an alert for any content published on that sector in the past 24 hours.

We also encourage you to set up personalised alerts based on searches you have saved within your Insurance Day account.

Emails are sent from the email address confirmed in the column below. To ensure continued delivery users should save this in the contacts or safe senders list.

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Email	Frequency	Time sent	*From name	Email subject
Saved Search alerts	Daily	06.00	Insurance Day Email Alert - alerts@mail.insuranceday.com	Insurance Day Saved Search Alert
Daily Briefing	Daily	07.00	Insurance Day Email Alert - alerts@mail.insuranceday.com	Insurance Day Daily Newsletter
Editors Round Up	Weekly (Monday)	11.00	Insurance Day Email Alert-editorial@mail.insuranceday.com	Insurance Day - Editors Roundup

How can I access the content?

The existing insuranceday.com URL will automatically redirect you to the new site.

For future access, bookmark <https://insuranceday.maritimeintelligence.informa.com>

Our new website is configured to be accessed at your convenience, whether it be via desktop, mobile or tablet. We no longer support the old Insurance Day IOS app for iPad and iPhone as our new platform is mobile friendly

Subscribers will continue to receive a morning news service email, as well as other sector alerts of their choice. Your emails will continue to be received from the same address, and we have upgraded the service so that it will now be more reliable.

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Enterprise corporate subscribers, with site, regional or global licences, will also be able to access our enhanced services such as the daily pdf and Insurance News 24. These subscribers will also have access to the Insurance Day PDF library, which can be found on the Menu bar.

The platform also allows you to establish an RSS feed via your intranet utilising search fields of your choice.

Will the content be affected by this change, in terms of quality and quantity of content?

No. You will continue to have access to our digital archive, stretching back more than 20 years. We take our editorial standards seriously, and will continue to maintain the quality of what we publish that makes us the market's most trusted publication.

How do I log on and register?

Existing users who have a username in email format will be able to log straight in to our upgraded digital platforms. Some users may be required to reset their passwords the first time they visit the site. New users can register free of charge but will be required to subscribe to access the majority of Insurance Day content.

Who will be my point of contact at Insurance Day?

You should have already received contact from your dedicated Insurance Day account manager, if not please contact our Client Services team who will be happy to advise you.

They can be reached by email at clientservices@insuranceday.com or by calling our helpdesk:

Helpdesk Contact:

Europe, Middle East and Africa: +44 (0) 20 3377 3996

Asia Pacific: +65 65082430

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How can I get training on the new website?

Training sessions can be booked via our training calendar here, as well as visiting our online support page.

We will be uploading training videos in the coming weeks to provide further assistance where needed.

Who do I feedback to on the new website?

We encourage you to provide feedback on our updated platform. There is a feedback tab on the website which you can use to log feedback.

You can also contact our client services team at clientservices@insuranceday.com

The updates to our platform have been informed by the customer feedback we have received, and we look forward to receiving your input as we invest further to evolve the Insurance Day product to meet your needs.

What content should I look out for on the upgraded Insurance Day platform?

Insurance Day will continue to provide our full range of insight, data and intelligence, providing the following features each day, week and month.

The grid on the following page highlights some of the content we provide on a daily, weekly, monthly, quarterly and annual basis.

Each day	Each Week	Every Month
Latest News Updates Each day we bring you the latest industry news as it breaks	In-depth Analysis Our Companies & Financial section brings you in-depth analysis of key market players	We dig deeper Our monthly Special Report's examine key industry trends in even greater depth
Customised email alerts to keep you informed We deliver our daily news and analysis via a variety of mechanisms to best suit your needs, allowing you to customise your news feed so you receive the insight to help drive your daily success	Data and insight Insurance Day's Companies House analysis takes an in-depth look at the industry's financial performance, examining how companies are performing against their competitors to determine the market's strongest performers	The bigger picture Each month we sit down with key figures across multiple disciplines within the re/insurance sector to gain deeper insight into the strategies behind their success in the current competitive marketplace

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<p>Our premium services Enterprise corporate subscribers can also access Insurance Day's premium services, including the daily PDF collating the day's news and analysis and the Insurance News 24 email briefing</p>	<p>In context Our data resource encompasses the world's largest listed insurers and provides comparative tools to allow you to examine your company's performance against your competitors</p>	<p>The buyer's perspective Our popular Risk Management series of interviews brings you details of how corporate insurance buyers view the industry's products, what they are looking for and where insurers need to up their game</p>
<p>Hot Topics We provide extended coverage on the major issues impacting your markets, ranging from Brexit, Broker Facilities and Distribution to Market modernisation, Soft market conditions and new growth and innovation opportunities.</p>	<p>Legal Focus Our weekly legal updates and extensive digital archive bring you the latest insight on important cases and rulings that impact the sector, providing viewpoints from central figures in the London market's law community on key developments.</p>	<p>Asset Management We speak to those who lead the investment function at core London market and international re/insurance firms, and provide a digital library of the strategies being deployed as firms look to capitalise on opportunities on both sides of the balance sheet</p>
<p>Every Quarter Insurance Day provides an unrivalled analysis of quarterly earnings reports to accompany our Companies data resource, allowing you to track who are the market's strongest performers on a quarterly basis. Our coverage focuses on the major listed insurance entities in London, Bermuda, Europe and the US who sit within our core specialty insurance and reinsurance space, helping you build a comprehensive view of future trends among the industry's major players.</p>	<p>Claims Focus Each month we sit down with a leading London market claims figure to examine how they are working to improve services they offer clients. We provide insight into the most successful claims strategies being deployed in the sector.</p>	
<p>Each Year Our annual Outlook published in December highlights the important industry trends to look out for in the coming year. We also provide coverage of all the annual industry conferences and events, including the September rendezvous in Monte Carlo and the follow-up get together in Baden-Baden. All other major events on the industry calendar, including major renewal dates and the annual US hurricane season, also receive in-depth analysis in Insurance Day.</p>	<p>Our Monthly mergers and acquisitions analysis complements the database we provide highlighting all the major industry moves as they happen, allowing you to keep track of how your competitor companies are evolving their capital base.</p>	

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