

# Who are we?

POWER  
IN KNOWLEDGE







## MENTOR – OVER 24 YEARS' EXPERIENCE AS AN INSURANCE BROKER

MENTOR S.A. insurance broker (joint-stock company) was founded in 1994. Each year of our operation has been a time of constant development, broadening of knowledge and improvement of our organization and its employees. MENTOR S.A. is an experienced business partner offering insurance consulting and brokerage services to both commercial and industrial companies which require reliable domestic and global insurance services.

We have achieved the status of a leading insurance broker in Poland and we owe this success mainly to the resourcefulness and reliability of our personnel and their open attitude towards the changing expectations and needs of Clients.

Cooperation with foreign partners within international structures has given us access to modern worldwide solutions, which became available for our Clients, who entrusted us with the protection of their assets.



## WHAT DO OUR SERVICES INCLUDE?

### We offer complete brokerage service:

- consulting service in scope of both non-life and life & pension insurance,
- supporting risk management, preparing comprehensive insurance programs and tailor-made insurance solutions for each Client,
- assistance in selection of appropriate Insurer, negotiating with Insurers, preparing insurance tenders according to legal requirements (public procurement procedures),
- professional insurance administration, advanced data bases access and IT solutions,
- legal and technical assistance in claims handling,
- monitoring of insurance market world-wide,
- access to international insurance solutions (foreign insurance markets, Lloyd's of London),
- comprehensive brokerage services for international accounts (placing and servicing of international insurance programs),
- trainings and seminars for our Clients on insurance and accounting issues.



## WHAT ARE OUR AREAS OF EXPERTISE?

Our structure allows us to value professional abilities of each and every employee and to share them with coworkers to guarantee the best solutions for every Client. Specialization is our priority and company is built on that basis.

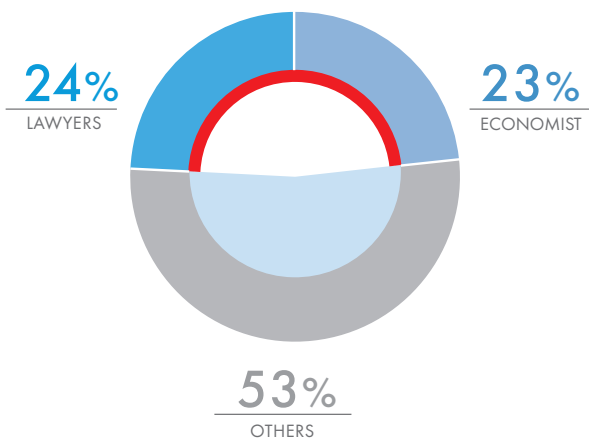
### Our main Offices and Departments:

- Board Office
- International Office
- Corporate Clients Insurance Office
- Key Clients Insurance Office
- Operational Office
- Group Employee Benefits Insurance Office
- Sales Office
- Loss Adjustment and Insurance Analysis Office
- Aviation Insurance Department
- Construction Risk Insurance Office
- D&O and Financial Risk Insurance Office
- Medical Risk Insurance Office
- Agricultural Insurance Office
- Branch Offices and regional Representative Offices of MENTOR S.A. (14 branch offices in Poland)
- Credit & Financial Insurance Department
- Legal Office
- Public Procurement Office
- Sport Insurance Department
- Employee Benefits Service Office
- Risk Management and Assessment Office
- Medical/Health Insurance Office
- Affinity and Mass Product Insurance Office
- Motor Fleets Insurance Office
- Travel Insurance Office

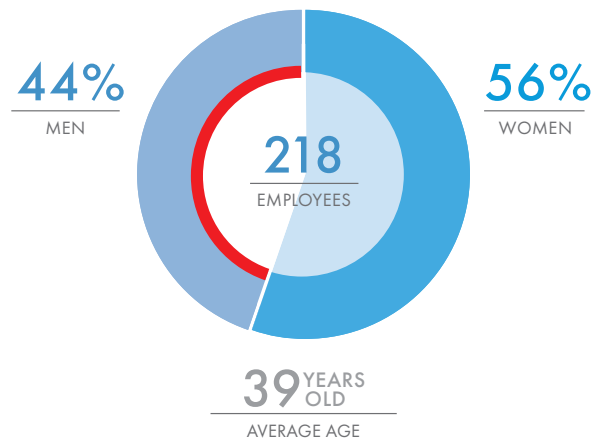
### MENTOR GROUP (subsidiaries):

- MENTOR Re Ltd. (reinsurance broker)
- MENTOR Ukraine Ltd. (insurance broker operating in Ukraine)
- MENTOR Business & Travel Ltd. (insurance solutions for tour operators, travel agencies, hotels)
- MENTOR UI Ltd. (insurance multi-agency for individual Clients: motor, property, travel etc.)
- MENTOR Consulting Ltd. (primarily monitoring of the environment and the changes occurring within construction site caused by linear investments (construction of roads, power lines, pipelines etc.)

EDUCATIONAL BACKGROUND  
IN MENTOR S.A.



MENTOR S.A. EMPLOYMENT



## WE PROVIDE QUALITY INNOVATIVE SERVICES AND PRODUCTS IN FOLLOWING INSURANCE LINES:

### Property/Casualty Insurance:

- Property All Risks Insurance
- Machinery Breakdown Insurance (MB), Electric Damage Insurance, Electronic and Data Processing Equipment (EDP)
- Construction & Engineering All Risks Insurance (EAR, CAR, CPM)
- Business Interruption – ALOP, MLOP, MDSU
- Marine & Cargo
- Renewable Energy (including windfarms)
- Liability Insurance (including Product Recall, D&O, P&I, E&O etc.)
- Financial Insurance (Performance Bonds, Warranty Bonds, Credit Insurance including export, factoring)
- Terrorism & Sabotage
- Strikes & Riots
- Agricultural Insurance (Livestock/Crops)
- Motor Insurance (MTPL, Casco, GAP)
- Environmental Pollution
- Directors & Officers Insurance (D&O, E&O)

**Special insurance solutions for Energy Sector (including upstream):**

- Operational Risks (Exploration & Production Insurance for Oil & Gas)
- Construction Risks (including ALOP, DSU, MDSU)
- Control of Well (Underground Blowout/Redrill/Seepage & Pollution)
- Liabilities

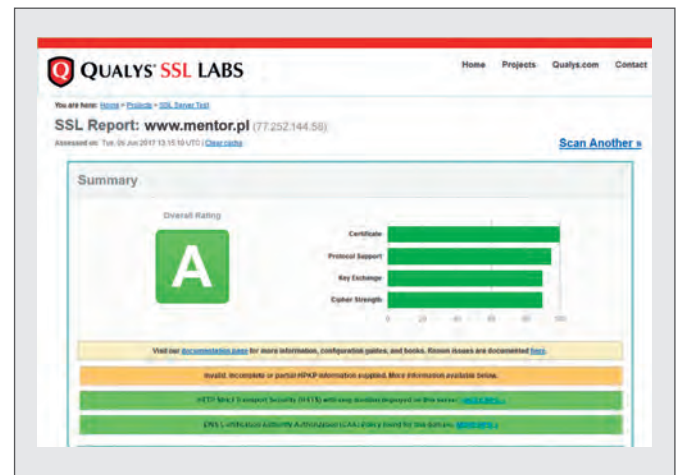
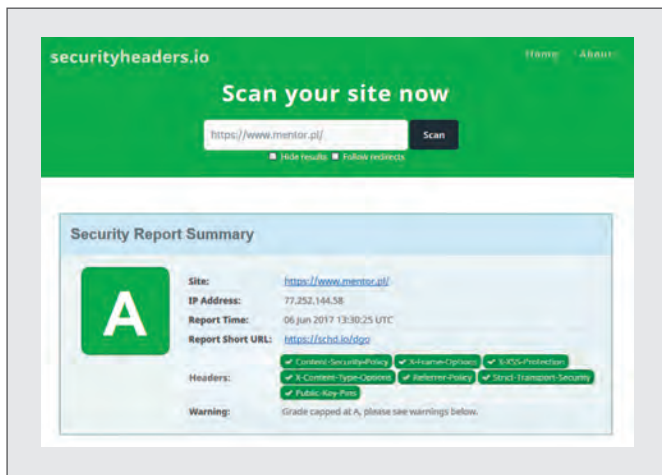
**Special solutions for Aviation Sector:**

- Airport Operators and Ground Handling companies (ground handling, hangar keepers, aviation premises liability)
- Aircraft/Helicopter Operators and Owners (hull, third party liability, pilots & pax accidents, loss of license)
- Aircraft Refuellers

Our data is protected with advanced tools -WAF/IDS/IPS Fortinet, used by institutions with high security requirements, including banks in Poland and worldwide.

We do care about security of network layer at level usually offered by e-banking - that can be verified at following web-tools:

- <https://securityheaders.io/>
- <https://www.ssllabs.com/ssltest/>





## INTERNATIONAL OFFICE

We are proud to represent in Poland the interests over 600 foreign insurance brokers located on all continents associated in several global broker networks. International cooperation within the above-mentioned organizations guarantee the most effective risks solutions and high quality brokers service for Clients located in any part of the globe.

Co-operation with foreign Partners enables quick and comprehensive exchange of experience and know-how. It also extends our capabilities to place various risks at the largest insurance markets (Lloyd's of London), as well as special risk placement with international insurers and re-insurers located outside Poland.

### Our international service includes:

- analysis and identification of the risks related to Clients' activity in Poland as well as abroad,
- analysis and possible improvement of the risk management policy of the company,
- preparation and implementation of tailor-made insurance programmes for all the subsidiaries,
- assistance in selection of most efficient insurance solution offered by Insurers,
- consultancy in alternative risk financing and claims handling procedures.

**International Office** was established in 2002 and is fully dedicated to provide assistance for foreign Partner-brokers. **International office Team** consists of 6 specialists (operating languages: Polish, English, German, Russian, Ukrainian).



We hold the **Certificate PN-EN ISO 9001:2015** issued by TÜV NORD CERT GmbH & Co. KG



We have just introduced norm **ISO 27001** Information Security Management System

#### Main contact:

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International Office Director

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## WHERE ARE WE?

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### REPRESENTATIVE OFFICES AND SUBSIDIARIES

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