CUSTOMER STORY | **MS AMLIN**

# Rapidly onboard brokers and renew contracts with confidence

## Real-time visibility over global credit risk for MS Amlin

Knowing which brokers will be safe to trade with and will reliably pay is far from simple in global (re)insurance markets. MS Amlin has a worldwide client base and operates through the Lloyds syndicate, writing a diverse (re)insurance portfolio from London and its regional hubs in Asia and the Middle East. Manual review processes had left their credit control team struggling to interpret the financial accounts of its global broker community. They were hampered by language barriers, differing regional accounting terminologies and the difficulties of maintaining a database of onboarded brokers.

Today, Dun & Bradstreet helps MS Amlin to see and understand global broker credit risk in real-time, stay alerted to changes in liquidity across all its operating regions, automate previously time-consuming report creation, and get paid on time.

Clear, global view of broker credit risk → Real-time alerts → Automated report creation → Reliable payments

"Everything is so much easier and more proactive now. If a broker or their parent company is going into liquidation, thanks to D&B Finance Analytics we find out as it's happening and can act fast to divest risky relationships," explains **Alex Ronan, Senior Credit Controller at MS Amlin.** "Previously we'd only find out six weeks later when we get around to reporting by which time it would be too late, and we'd have no chance of recouping payment."

## One easy system for confident broker review

When Alex Ronan first joined MS Amlin's credit control department to review broker suitability and assess credit risk, manual and ad-hoc ways of working caused constant challenges. "We relied on brokers to send their own financial details through. It was often hard to decipher accounts or even be sure that you were searching for the right company," Alex shares.

"We're not trained accountants, so the chance that risk would get lost in translation was high. Different continents, countries, even states, use different words to mean the same thing. There were constant language barriers too. I heard tales of colleagues having to translate financial accounts into English themselves."

"The whole process is now a lot easier as we use D&B Finance Analytics for all broker, cover holder and Third-Party Administrator (TPA) reviews before onboarding them or renewing their contracts with us," Alex explains.

"The solution is simple to use and clear, with the added bonus that we no longer have to interpret financials as this is all part of the package!"

## A truly global view with constant monitoring

As MS Amlin writes business worldwide, the global capabilities of D&B Finance Analytics are a huge plus.

"The quality of information we receive with D&B Finance Analytics is unrivalled. We need to be able to gather and maintain credit risk information from as many businesses as possible, not just those in Europe and the USA. The data upload option is a huge bonus, allowing us to maintain a database of our onboarded brokers, cover holders and TPAs and track debt, credit ratings and risk with constant, focused monitoring."

## Transformed efficiency, across processes

D&B Finance Analytics offers a clear risk rating, High-Low, against the financial scores 1-100, making risk much easier to understand and act on.

In addition, regular alerts allow MS Amlin to alleviate risks proactively, rather than waiting for periodic reviews. "We're all big fans of the automated daily alerts we get from the system. Teams can quickly respond to any potentially severely negative issues with any company in our portfolio, in a timely manner. Regional report creation is also automated. That's a big-time saver."

"The risk ratings, alerts and instant report generation make our credit risk processes a great deal more efficient. We can even track risk and share real-time insights into companies with our colleagues in other areas of the company thanks to the nature of the data provided." Alex explains.

## D-U-N-S matching drove 54% drop in unrated records

"My advice to others considering using D&B Finance Analytics would be to look at the whole package, and make sure you're using it to its full potential. You'll be amazed at how much the solution can offer to improve the way you work. It's not just about credit checks! I have a close relationship with our Customer Success manager at Dun & Bradstreet too. This has been invaluable in helping us to get the best out of our solution."

**Alex Ronan**
**Senior Credit Controller, MS Amlin**

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