

# MARSH

## News Release

### **MARSH UK UNVEILS RESTRUCTURED CORPORATE CLIENT PRACTICE**

LONDON, 14 June 2005 – Marsh, the world’s leading risk and insurance services firm, has today revealed the new structure of its UK Corporate Client Practice (CCP). The restructuring will further improve efficiency and reduce costs within CCP.

Part of Marsh’s UK Retail business, CCP provides insurance advice and risk consulting services to mid-sized clients from its regional offices around the UK and the specialty areas of FinPro National, Trade Credit, Public Sector and International Reverse Flow.

CCP will now operate out of 17 offices across five ‘zones’ around the UK, each of which has a ‘hub’ as well as supporting ‘spoke’ offices:

- Scotland zone: hub office – Glasgow; spoke offices – Aberdeen, Edinburgh
- North zone: hub office – Manchester; spoke offices – Leeds, Newcastle
- Central zone: hub office – Birmingham; spoke offices – Leicester, Milton Keynes
- South West zone: hub office – Reading; spoke offices – Bristol, Cardiff, Southampton
- South East zone: hub office – Maidstone; spoke offices – Tunbridge Wells, London, Redhill

Zone Leaders will now be responsible for strategy and profitability in their zone. Every office within each zone will have a leader, who will focus on the delivery and development of client services.

A Client Executive will be appointed to every client within CCP, who will act as their primary contact within Marsh and be responsible for managing their risk and insurance needs. Working in partnership with the Client Executives, Client Advisors will be responsible for managing placements and renewals on behalf of their clients.

Key to the restructuring is the introduction of new technology to improve efficiency, reduce administration and, importantly, increase transparency. Eurotrade, a European dedicated placement platform, is being introduced for all main products traded in CCP and will enable Client Advisors and underwriters to communicate in real time. Automatic document generation and electronic scanning are also being introduced where required.

Commenting on the restructuring, John Nicholson, Marsh CCP UK Executive Director, said:

“This is an exciting time for our business. CCP’s mission is to provide the highest quality insurance and risk consulting services and professional advice to our clients.

“As a result of the changes we are introducing, all clients within CCP will now benefit from dedicated local resources that have an in-depth understanding of their needs, as well as improved service delivery. Colleagues too will be invigorated by innovative new working practices.

“We anticipate that the new structure will be fully in place by the end of the year and what will emerge is a stronger CCP that will continue to lead in the middle market around the UK.”

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**Notes to editors**

Marsh, the world's leading risk and insurance services firm, has nearly 30,000 employees and annual revenues exceeding \$5 billion. The firm provides advice and transactional capabilities to clients in over 100 countries. Marsh is a unit of Marsh & McLennan Companies (MMC), a global professional services firm with more than 60,000 employees and annual revenues exceeding \$12 billion. MMC also is the parent company of Guy Carpenter, Kroll, Putnam Investments, and Mercer. MMC's stock (ticker symbol: MMC) is listed on the New York, Chicago, Pacific, and London stock exchanges. MMC's Web site address is [www.mmc.com](http://www.mmc.com). Marsh's web site address is [www.marsh.co.uk](http://www.marsh.co.uk)

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