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## Aon Client Promise

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- 1. A FOCUS ON OPTIMIZING YOUR TOTAL COST OF RISK**

Understanding and quantifying your risks is a vital step toward managing them effectively. Aon's distinctive approach to program design, unmatched broking strength, customized Aon Total Cost of Risk Assessment<sup>SM</sup> and the suite of Aon eSolutions<sup>TM</sup> products provide clients with the most comprehensive view of their organization's total cost of risk so they can make the best decisions possible.
- 2. A PROGRAM DESIGNED ENTIRELY AROUND YOUR NEEDS**

Great advice starts with a deep understanding of our clients' business challenges and opportunities. The Aon Client Promise<sup>SM</sup> methodology ensures your business' unique priorities and needs are addressed with flexible solutions that deliver value to your business.
- 3. A DEDICATED TEAM AND A WORLD OF RESOURCES**

Providing you with a deep team of experienced, talented professionals who know you and your business at all levels ensures you get the right solutions from our unsurpassed global capabilities. Aon invests in training and developing our 26,000 team members around the client-centric values of the Aon Leadership Model.
- 4. LOCAL ACCESS TO THE BEST MARKETS IN THE WORLD**

The right market for your risk may be local to you, or a global player. Aon's Broking Centers of Excellence, the largest-owned network in the world, and in-depth market security expertise lets you access the right markets, anywhere in the world, through a local point of contact. In addition, Aon's proprietary services, like Aon Alerts<sup>TM</sup> and the Aon Situation Room<sup>TM</sup>, provide you with access to rating information and insightful commentary on significant market events directly online as they unfold.
- 5. CONSTANT INVESTMENT IN NEW IDEAS AND SOLUTIONS**

Our investment in innovation is based on the needs and issues of our clients. By listening to clients, we create new tools and services that ensure our clients see new risks coming and don't face them with old solutions. The Aon Center of Innovation and Analytics in Dublin, Ireland is the industry's only facility 100 percent focused on risk research, development and administration, where our teams work to solve the most complex risk-related issues.
- 6. THE STRENGTH OF THE WORLD'S LEADING BROKER ON YOUR SIDE**

Whatever your size, as an Aon Risk Services client you have the advantage of support from the world's leading broker. We place more premium with carriers and secure more claims payments from them than any other broker. We measure carrier performance through the Aon Carrier Performance Survey<sup>SM</sup>, and if issues arise, we have a defined process that helps ensure quick resolution. Going beyond insurance, our Aon Global Risk Consulting colleagues bring practical solutions to reduce, transfer or finance risks that remain.
- 7. POWERFUL BENCHMARKING**

Differentiating your program and delivering the right terms and conditions for your needs requires a fact-based understanding of your current risks relative to your peers. We use the most comprehensive data in the industry, including our proprietary Aon Global Risk Insight Platform<sup>SM</sup> (Aon GRIP<sup>SM</sup>) that captures thousands of transactions daily across the Aon network to benchmark your risks.
- 8. INDUSTRY-LEADING SERVICE WHEREVER YOU NEED IT**

Industry-leading service means more than just efficiently executing your risk program. We're honored that our clients, through third-party surveys like Business Insurance and Euromoney, regularly vote us best in class. With more offices worldwide than any other broker (more than 500 offices in more than 120 countries), and the Aon Client Promise methodology as our compass, we deliver a consistently high standard of service wherever you are.
- 9. YOUR FEEDBACK DRIVES OUR PERFORMANCE**

What you think of our services is the most important measure of our success. We combine systematic client surveys using the Aon NPS program with personal conversations to actively seek your feedback twice each year. Your input is key to how we manage, develop and reward our teams.
- 10. OPEN AND HONEST DIALOGUE ABOUT VALUE WE ADD TO YOUR BUSINESS**

Delivering distinctive value to you is our core focus. We believe the value we create for you is the measure of our worth. The Aon Client Promise plan, including your customized Aon Total Cost of Risk Assessment, provides you with the most transparent view of the services you receive for the price you pay.