

PRESS RELEASE

ANNUAL REVIEW 2019

Zurich, 23 April 2020 – Kessler, the leading Swiss enterprise specializing in comprehensive risk, insurance and pension fund consulting can look back on a successful year. The company continued to grow in the market segment in 2019.

It was a successful year for Kessler. The company achieved a customer retention rate of 97% and continued to grow in the market segment. It has maintained its well-established position as the leading Swiss company for risk, insurance and pension fund consulting. Kessler works with around 1,250 of the 5,000 leading Swiss companies, which puts the market penetration at 25%.

Insurance market

In Switzerland, the climate for liability and property insurance continues to be fairly customer friendly. Increases were seen in premiums for executive and professional liability, fraud and cyber risks. Cyber risks continue to be a key topic in consulting, particularly because the number of claims is increasing. The market for accident and health insurance is tough, and daily sickness benefit insurers are consistently restructuring policies that have poor claims histories. Insurers are also feeling the effects of the challenging market environment. Life insurers are increasingly transferring investment risk to policyholders using semiautonomous solutions. Full BVG coverage is now only offered by five insurers, and generally only for smaller companies and younger workforces.

Digitalization

The interest group IG B2B for Insurers and Brokers facilitates automated business transactions between brokers and insurers. IG B2B is currently focused on setting up the interactive online platform EcoHub with the goal of developing a digital marketplace for the Swiss insurance, pensions and brokerage market.

SOBRADO Software AG has also developed software for the digitalization of the tender and bid comparison process. Kessler has been strongly committed to promoting collaboration between the two organizations and welcomes the breakthrough achieved in the year under review.

Development of the corporate identity

The world around us is constantly changing and as a consequence, so are the challenges, goals and needs of clients. In 2019, we took a close look at these changes and refined our identity in order to be able to respond to them with even greater expertise and to provide clients the best possible support with their questions and issues. "A secure future." That is the claim of the family business. It forms the foundation of the ambition: "We contribute significantly to the long-term success of our clients. As a reliable partner, we inspire our clients and open up new perspectives through the safe and successful management of risks."



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Kessler is the leading Swiss enterprise specializing in comprehensive risk, insurance and pension fund consulting. We advise over 1,000 medium-sized and large Swiss companies from the service, trading and manufacturing industries, as well as the public sector. Thanks to our expertise in each of these economic sectors, our highly qualified staff and our leading market position, we contribute significantly to the long-term success of our clients. As a reliable partner, we inspire our clients and open up new perspectives through the safe and successful management of risks. Founded in 1915, Kessler has 300 employees working at its headquarters in Zurich and its other sites in Basel, Bern, Geneva, Lausanne, Lucerne, Neuchâtel, St. Gallen and Vaduz. As the Swiss partner of Marsh since 1998, we are part of a network with specialists in all areas of risk management and great experience in handling global insurance programs. Marsh, the world's leading insurance broker and risk advisor, operates in more than 130 countries and is part of Marsh & McLennan (NYSE: MMC). Further information can be found at www.kessler.ch, www.marsh.com, www.mmc.com.