

Mission Statement

Our mission is to assist you with developing and maintaining a healthy, safe, and protected work environment for your employees, customers, properties, and others that are touched by your operations. We will assist your management team with developing and implementing strategies to reduce and control risk and the opportunity for loss. We will achieve this through the recognition of hazards and exposures, and the development of methods and strategies to control or eliminate these hazards and exposures.

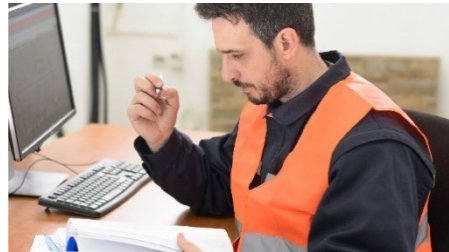
Casualty Loss Control Services

TMA Loss Control offers customers an extensive range of casualty loss control services including:



Safety Program Evaluation

Our team will assess your current safety programs and procedures for their strengths and weaknesses and make recommendations for enhancements.



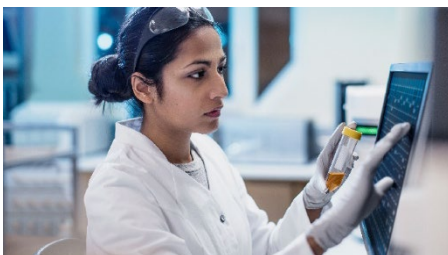
Safety Training

Our 'train the trainer' approach offers you information that will enable you to bring consistency to your management and supervisory training at multiple locations. We use a mix of web based, face-to-face, video and printed information to support your training initiatives.



Ergonomics

Our consultants, who are trained in the principles of ergonomics, work with you to recognize cumulative trauma exposures and help you to develop practical solutions to eliminate and control them.



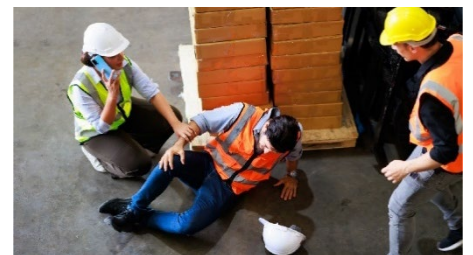
Industrial Hygiene Sampling

Our team of trained hygienists follow the protocol established by our accredited laboratory to perform and report on a wide range of industrial sampling.



Fleet Loss Control

Vehicle accidents are a major cause of fatalities and injury in the workplace. Whether you have a few company cars or a fleet of trucks, there are strategies you can implement to reduce this exposure including web based defensive driving training and driver safety videos.



General Liability Loss Control

We have a number of tools that we can use to analyze and help you reduce your exposure to a variety of liabilities including contractor liability, physical plant liability, and product liability.



Large Loss Investigation

When a large loss occurs, it is important that an in-depth examination is made to determine the loss causes, lessons learned, and to develop strategies to prevent similar occurrences. Tokio Marine Loss Control can partner with you to assist in this process. Our consultants can offer their expertise in risk identification and mitigation to guide your team to implementing the controls needed to prevent future similar losses.



Telematics

Our Automobile Telematics solution provides you with the ability to monitor vehicle location and measure driver behavior. The online Dashboard tracks location, speeding, hard breaking, fast acceleration, and other fleet statistics.

Overall Customer Satisfaction Survey Results

98%

Voice of the Customer

"This is the first experience I have had in working with TMA at our site. I found that our consultant was professional, knowledgeable, and willing to support our site."

"Tokio Marine is very professional and thorough when it comes to safety and loss prevention."

Highly Protected Risk (HPR) Property and Large Property Loss Control Services

Property is a highly valuable asset and an integral part of many businesses. At Tokio Marine, we understand the complexities of managing property risks so we can tailor a risk management program that's right for your business.



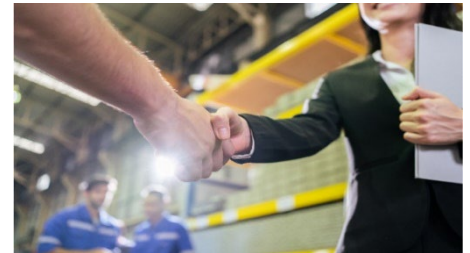
Field Engineering Site Surveys

The onsite Property Loss Control Survey is the most direct and effective way we add value for our client. Our field engineers have decades of experience and expertise in industrial property loss control and recognized protection standards. As insurance partners we act as trusted advisors, getting you timely advice on risk mitigation.



Project Planning and Management

New construction and building additions signify prosperity for your business. Protect your investment with TMA Project Management Services. Engaging with TMA HPR Property Loss Control at the beginning of a project helps ensure you have a Highly Protected Risk at the end of the project.



Account Engineering Services

TMA HPR Property Loss Control Account Engineers do more than ensure your critical locations are surveyed by field engineers with expertise in your type of operations. They coordinate all aspects of your organization's property loss control experience with TMA. They provide a bird's-eye view of your account and add value in a number of ways.



Fire Protection Impairment Management

An Impairment occurs when fire protection or alarm systems are taken out of service. It may be planned or can occur due to an emergency. Either way, the systems are then no longer available to protect your facility. The effects of a fire without protection in service can be devastating. Industry loss experience shows the severity of a typical fire loss is many times greater when protection is impaired. TMA has created an effective multi-step fire protection impairment management program you can use at your locations.



Natural Hazards Assessment

Natural disasters can devastate buildings, disrupt supply chains and impede your ability to do business. Fortunately, TMA can help you prepare and protect. From flood emergency response planning to windstorm roof design and rooftop equipment securement guidelines to earthquake loss mitigation advice, TMA HPR Property Loss Control is there for you.



Hot Work Management

Cutting, welding, brazing soldering and other activities that produce sparks or use flames are commonplace in many industrial settings. These operations, however, can result in devastating fires, often occurring hours after the work is complete. Fire resulting from hot work consistently ranks among the leading causes of industrial property loss. The TMA hot work management system features a permit that helps you manage the hazard.



Large Loss Investigations

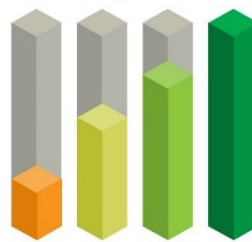
For large property losses, conducting a thorough analysis is crucial. It is imperative to identify the causes of the loss, extract valuable lessons, and formulate effective strategies for preventing similar incidents. Tokio Marine Loss Control is ready to collaborate with you, providing dedicated support in this endeavor. Our consultants bring their specialized knowledge in risk identification and mitigation, guiding your team towards implementing the necessary controls to avert future losses of a similar nature.

HOW LIKELY ARE YOU TO RECOMMEND TOKIO MARINE AMERICA?

The Net Promoter Score (NPS[®]) measures the loyalty that exists between TMA and our customers

What is a good NPS Score?

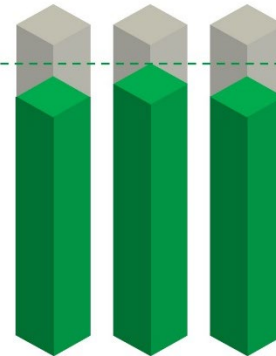
The NPS range is -100 to +100



- +0 is considered "good"
- +20 is considered "favorable"
- +50 is considered "excellent"
- +70 is considered "world-class"

TMA Net Promoter Score

82.5 86.7 84.0



2021 2022 2023

Overall NPS Rating

84.6

How is NPS calculated?

Customers are asked a single question, "How likely are you to recommend TMA?" Based on that response, customers fall into one of three categories:

Detractors (score 0-6)
Unhappy Customers

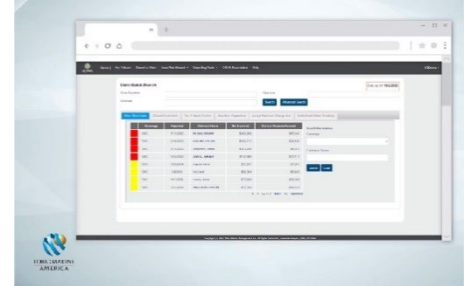
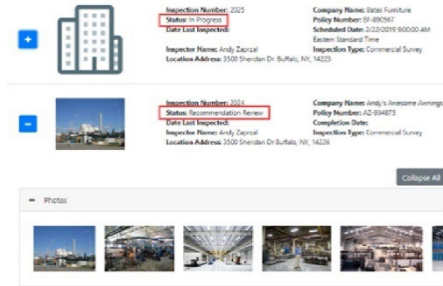
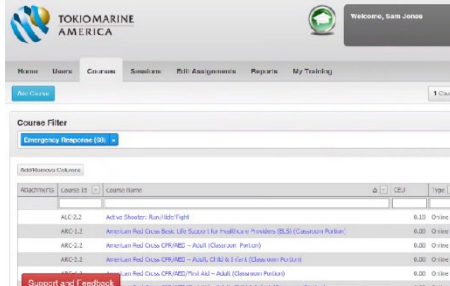
Passives (score 7-8)
Satisfied Customers

Promoters (score 9-10)
Loyal Enthusiasts

$$\text{NPS} = \% \text{ of Promoters} - \% \text{ of Detractors}$$

Web Based Client Solutions and Resources

Our web-based client solutions and resources focus on providing our customers with loss prevention and safety training resources and claim management solutions with the purpose of mitigating risk to remain efficient and profitable.



E-Safety Training

Our e-Safety Training is administered through a user-friendly learning management system and includes a comprehensive start-up guide to help manage your account.



Loss Control 360 Client Portal

LC360 provides our clients with access to manage their loss control information, surveys and reports, and survey recommendations quickly and conveniently.

[Loss Control \(LC360\) Client Portal](#)



MyTMM

MyTMM provides our clients with access to reports and analysis that assists in identifying injury trends.



Building Relationships

Relationships take time. That's why our Loss Control Consultants take the time to get to know each of our customers. Relationships are the key to building a successful insurance program. We believe that you deserve a relationship with an insurer that is as committed as you are to reducing your total cost of risk.

Contact Information:

Loss Control Department
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 E-mail: TMALossControl@tmamerica.com



A service of the Tokio Marine America Loss Control Department.

TMM is committed to the highest customer trust.

We exist to deliver ANSHIN (safety, security and peace of mind) to our customers by providing the highest quality services.

TOKIO MARINE GROUP
To Be a Good Company

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