

BEST'S REVIEW[®] ISSUES & ANSWERS: EXCESS AND SURPLUS LINES

Insurers discuss how they are supporting and developing specialized coverages that match the unique needs of their risk.

Interviewed Inside:



Ashley Moffatt
Nationwide

View past Issues & Answers sections at
<https://bestsreview.ambest.com/issuesanswersarchive.html>



Product manufacturing

Real Expertise. Real Specialization.

From property and casualty to personal lines, our excess and surplus team specializes in complex and hard-to-place risks with tailor-made solutions that work.

A+	A+	Fortune 100 company
AM Best FSC XV (12/1/2022)	Standard & Poor's (5/7/2021)	

Excess & Surplus

Experience our expertise: nationwide.com/experience

Products unavailable except through a licensed surplus line broker. Availability varies by state. Policy eligibility is subject to underwriting qualifications and approval by the insurer writing the policy. Insurance products underwritten by eligible surplus lines insurer affiliates of Nationwide Mutual Insurance Company, One Nationwide Plaza, Columbus, Ohio, 43215-2220, including Scottsdale Insurance Company (unlicensed except in AZ, DE and OH), Scottsdale Indemnity Company (unlicensed in AZ and DE), or Scottsdale Surplus Lines Insurance Company (unlicensed except in AZ and NJ). Scottsdale Surplus Lines Insurance Company is not an eligible surplus lines insurer in CA. Nationwide, the Nationwide N and Eagle, and Nationwide is on your side are service marks of Nationwide Mutual Insurance Company. AM Best A+ (12/2021, The second highest of 16 ratings). Standard & Poor's A+ (5/2021, The fifth highest of 21 ratings). ©2022 Nationwide.



E&S Market Leader

Ashley Moffatt, SVP Brokerage, Primary Casualty for Nationwide E&S, said their ultimate goal is to be a top 10 carrier with their key distribution partners. "Some initiatives that I'm particularly excited about include investing in third-party tools and technology to enhance our data-driven decisions, as well as building out new product offerings to promote profitable growth opportunities," she said. Following are excerpts from an interview.



Ashley Moffatt

SVP Brokerage, Primary Casualty
Nationwide E&S



"I'm thrilled about all the amazing work that's been done and will continue to be done to make us a carrier of choice in the E&S brokerage space."

Visit the Issues & Answers section at bestsreview.ambest.com to watch an interview with Ashley Moffatt.

What's driving the flow of business into the nonadmitted market?

Several factors continue to drive business into the E&S market, including higher economic and social inflation, nuclear verdicts, climate risks, supply chain disruptions and the courts reopening after pandemic lockdowns. These things create uncertainty and risks in the traditional commercial insurance space. The E&S market is uniquely qualified to respond to these changing market dynamics, and we continue to serve as that relief valve for the difficult-to-place coverages, emerging risks and complex risks.

Are you seeing an increase in difficult-to-place risk?

Yes, we certainly are. The brokerage individual risks sector, in particular, is designed to pivot with those market cycles. Naturally, as more of this tough business finds its way to the E&S market, it's going to land on our underwriters' desks. Our brokerage underwriting team has the expertise to provide creative solutions for larger, more complex risks. We can utilize a choice of different rating plans, both industry, company and manuscript endorsements, policy supplements and deductible self-insured retention options. Our staff has the expertise to tailor the policy needs to fit a wide range of industry classes.

Has the E&S sector been immune to the talent gap that other sectors are facing?

The E&S community has certainly not been immune to the talent challenges that the other sectors are facing. The COVID-19 pandemic has resulted in a very competitive hiring environment as employers compete for a limited pool of workers. While no company is completely immune to these external factors, I am pleased to say that Nationwide E&S has been very successful at attracting and retaining top talent. We've worked hard to build a culture where everyone feels valued and empowered to make decisions, a culture that's recognized for being diverse and inclusive. Finally, we have

a strong focus on talent management to help ensure that we have the strength we need for the future. It's no secret that in the E&S world, specialized expertise wins the day, which is why our entire E&S leadership team feels passionate about investing in our people to unlock their top potential.

What makes Nationwide E&S a leader in the surplus line sector?

Our E&S team's guiding principle is to protect customers with unique risks that the traditional insurance market can't serve. How do we do that? With world-class underwriting, specialist-to-specialist expertise, and deep mutual partnerships. Nationwide's brand recognition, financial strength and breadth of product and appetite make us stand out as a market leader. In brokerage specifically, our leadership team has been heavily focused on important strategy work, building up the capabilities to scale our business in a deliberate and meaningful way. On the nonconstruction side of our business, we've rolled out a new products manufacturing appetite for both primary and excess casualty, and we've made some solid tactical hires to significantly grow in these classes.

