

CASE STUDY

# Meet Dean from Tru-Advance Systems

**HIS BUSINESS**

Dean’s company develops and sells component parts that his clients use to manufacture robotic vacuum devices for the home. With the increase in people moving into larger, suburban and country homes, he experiences a huge uptick in demand for his products, including orders from new manufacturing clients overseas.

**WHAT HAPPENED**

**Coverage Section**

General liability  
(including global extension) 

**Claim**

Lawsuit claims bodily injury  
+ property damage

A faulty component part provided by Tru-Advance Systems exploded during production at a client’s manufacturing facility, causing physical damage to the plant and injuring several employees. The robotics company deemed them liable for producing the faulty equipment that resulted in the incident.

Dean’s general liability policy, which included the global extension, responded to the bodily injury and property damage lawsuits. The suit was filed in Paris, but Chubb’s claims was able to coordinate a successful settlement of the claim even when they encountered some of the unique challenges of multinational claims, which include multiple time zones, differing languages, cultures, currencies, laws and litigation climates.



*This example is illustrative only. The claim scenarios described here are hypothetical and are intended to show the types of situations that may result in claims. These scenarios are not based on actual claims and should not be compared to an actual claim.*

# Chubb risk specialists say

The digital landscape facilitates ecommerce by providing a potentially worldwide customer base, as well as fostering collaboration with global enterprise giants and other international vendors and suppliers. Doing business around the globe can be a key driver of growth for the future – if it's done with an eye toward the potential risks.

Many small- and mid-sized businesses seek – or already rely on – third-party digital partnerships to help access and transact with global customers. Part of the advantage of such a relationship may be to utilize an online platform that's better equipped with global capabilities and/or localized knowledge. However, there is acknowledgment among businesses that collaboration with large commercial and social platform players comes with risks and challenges, as do other partnerships around data, technology, products, or services. A breach or breakdown of a third-party site or function can effectively shut down a business. Partners may also be derelict in keeping up to date on regulations, including data protection regulations such as GDPR in Europe and Lei Geral de Proteção de Dados (LGPD) in Brazil, exposing businesses to liability risks. It's crucial that business owners and risk managers understand their third-party exposures.

Expanding into international markets also presents risks as unique as each individual culture. When trade is conducted and goods are transported between countries and within foreign lands, the business is susceptible to a host of challenges, including adherence to ever-changing local laws, taxes and regulations. Terrorist attacks, politically charged riots, and – of course – pandemics can completely transform business operation in even the most traditionally “safe” places and may also endanger employees traveling on business. In less stable areas of the world, there has always been the danger of hijacking or corruption at ports or while goods are in transit. Funds transfers are affected by extreme currency fluctuations and are susceptible to infiltration by cyber criminals. With so much to consider, it's imperative businesses establish a comprehensive understanding of the potential risks, and solutions, as they look to expand globally.

## INSURANCE PRODUCTS TO CONSIDER

-  Multinational Insurance Products and Services
-  Property
-  General Liability
-  Cargo / Marine
-  Accident & Health
-  Cyber

CHUBB®

The material presented herein is not intended to provide legal or other expert advice as to any of the subjects mentioned, but rather is presented for general information only. You should consult knowledgeable legal counsel or other knowledgeable experts as to any legal or technical questions you may have. This presentation is solely for informational purposes.

©2020 Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). Insurance provided by U.S. based Chubb underwriting companies. All products may not be available in all states. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, Whitehouse Station, NJ 08889-1600.

accenture

Portions copyright © 2020 Chubb; portions copyright © 2020 Accenture. This document makes descriptive reference to trademarks that may be owned by others. The use of such trademarks herein is not an assertion of ownership of such trademarks by Accenture or Chubb and is not intended to represent or imply the existence of an association between Accenture, Chubb and the lawful owners of such trademarks.