

GLOBAL FINEX - OPERATIONAL RISK SOLUTIONS

Risk & insurance expertise, delivered globally

January 2023



Operational risk overview

In a dynamic and evolving risk environment, it is critical Operational Risk Management keeps pace with relevant exposures. WTW helps firms of all sizes to enhance their operational risk management for new, existing and emerging risks. Improper Operational Risk Management can cause a breakdown of business continuity, which can lead to major losses both financial and non-financial.



Operational Risk can occur at every level in an organisation. The type of risks associated with Operational Risk are:

- Business interruption
- Errors or omissions by employees
- Theft and fraud
- Product failure
- Improper business practices
- Health and safety
- Failure of IT systems
- Employee litigation
- Loss of suppliers

However, it is important to recognise that the risk landscape is continually evolving. Emerging risks such as climate and resilience risk are becoming more significant and the global Willis Towers Watson team can help you identify, manage and mitigate these risk issues.



Operational risk solutions

Customised service

Extensive loss data

Emerging risks

Global capabilities



Analytics

Contractual wording expertise

Detailed, clear reporting



Working with us

We pride ourselves on our reputation within the Operational Risk environment. Our team has the collective expertise to provide advice and support so that you can make informed decisions to assist you in managing your risk, reduce costs and drive growth.

Choosing a risk management partner is always important, but strategically choosing one who understands the link between risk identification and insurance and its ever-changing landscape is essential.

Our global network of experts work with financial institutions, corporate and professional services firms to consider all stages of the Operational Risk process from risk identification to risk transfer and enables bespoke solutions to best suit organisational and strategic needs.

We understand the complexities of your regulatory world, as well as the challenges that emerging risk represents, allowing us to better identify your specific needs and support your business.

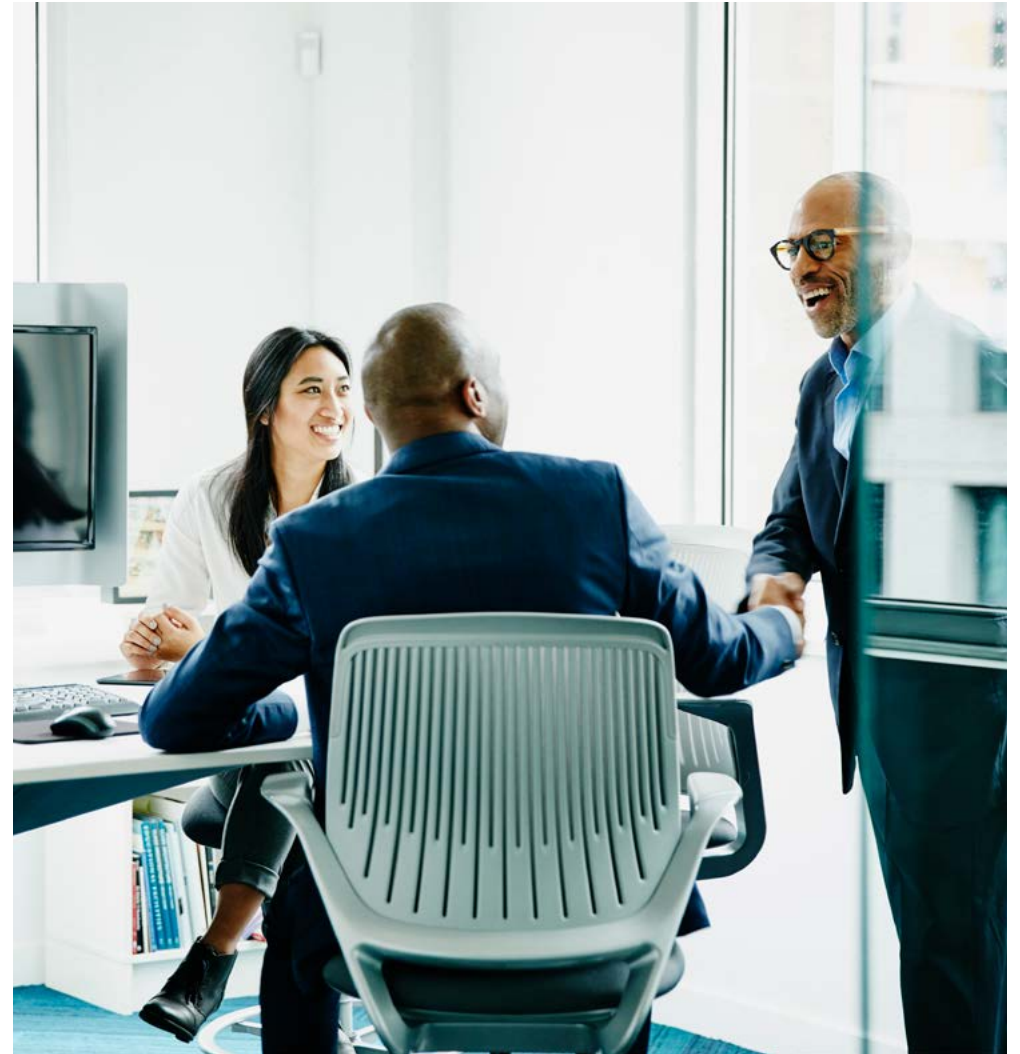
Collaborating with
100+
clients globally



21 global
operational risk
projects in 2020



Access to historical loss
data covering over
25,000
claims
notifications



Contact us



Paul Search,
Senior Director
paul.search@wtwco.com



Alexandra Cosma,
Associate Director
alexandra.cosma@wtwco.com



Freddie Lyons
Apprentice
freddie.lyons@wtwco.com



Laura Kelly,
Associate Director
laura.m.kelly@wtwco.com



Rengin Turan
Associate
rengin.turan@wtwco.com



Susan Finbow,
Global Head of FINEX
Financial Institutions
susan.finbow@wtwco.com



Mark Hannam
Associate Director
mark.hannam@wtwco.com



Esther Ajayi
Graduate Analyst
esther.ajayi@wtwco.com



Heather Kane
US Head of Financial Institutions
heather.kane@wtwco.com

WTW offers insurance-related services through its appropriately licensed and authorised companies in each country in which WTW operates. For further authorisation and regulatory details about our WTW legal entities, operating in your country, please refer to our WTW [website](#). It is a regulatory requirement for us to consider our local licensing requirements. The information given in this publication is believed to be accurate at the date of publication shown at the top of this document. This information may have subsequently changed or have been superseded and should not be relied upon to be accurate or suitable after this date.

This [newsletter / bulletin / publication/ webinar [(use appropriate description)]] offers a general overview of its subject matter. It does not necessarily address every aspect of its subject or every product available in the market and we disclaim all liability to the fullest extent permitted by law. It is not intended to be, and should not be, used to replace specific advice relating to individual situations and we do not offer, and this should not be seen as, legal, accounting or tax advice. If you intend to take any action or make any decision on the basis of the content of this publication you should first seek specific advice from an appropriate professional. Some of the information in this publication may be compiled from third party sources we consider to be reliable, however we do not guarantee and are not responsible for the accuracy of such. The views expressed are not necessarily those of WTW. Copyright WTW 2023. All rights reserved.

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at [wtwco.com](https://www.wtwco.com).



[wtwco.com/social-media](https://www.wtwco.com/social-media)

Copyright © 2024 WTW. All rights reserved.
FPS211624 WTW-FINEX 539502/01/24

[wtwco.com](https://www.wtwco.com)

