Gemeente
Amsterdam
VGA Verzekeringen

N.V. Verzekeringsbedrijf Groot Amsterdam (Insurance Company Greater Amsterdam)
Liability insurance

Introduction

Amsterdam is the (titular) capital and, in terms of inhabitants, the largest municipality in the Netherlands. The city, also called Mokum in the local Amsterdam language (from Yiddish), is located in the province of North Holland, at the mouth of the rivers Amstel and IJ.

On 1 January 2020, the Municipality of Amsterdam had approximately 872,700 inhabitants. On 1 December 2012, the municipality reached a population of 800,000 for the first time since the 1970s.

The city is administratively divided into seven district committees, which in turn are divided into neighbourhoods and quarters. For further information reference is made to www.amsterdam.nl .

VGA background

VGA insures the city of Amsterdam in the broadest sense of the word, i.e. all district committees and management of the municipality of Amsterdam, the associated foundations and the specifically mentioned affiliated participations and companies in which the municipality has an interest of 50% or more.

https://www.amsterdam.nl/vga/nieuws messaging/nieuws/bedrijfsfilm-vga/ (= Dutch)

Affliates

See Enclosure 7 of Specifications

Risk management

Risk Management is important to VGA and an integral part of how the municipality of Amsterdam operates.

The VGA risk manager analyses the claims data and engages in conversation with the customers about the results. This may be based on a trend in claims data, but also on the basis of themes such as road management and/or safety. The main causes of loss or damage are discussed as well as the mitigating measures which have been taken or may be taken by customers in order to reduce the burden of loss and to prevent a recurrence of a loss or damage.

In addition, the risk manager, by invitation, joins risk sessions within the municipality and there are annual discussions with the risk managers of various customers.

The recent centralisation of various activities within the municipality means that VGA is able to realise uniform agreements in the field of risk management.

In addition to monitoring and analyses of the burden of loss by the risk manager of VGA, the employees of the Business Insurance and Claims departments, as well as the management of VGA, are actively committed to preventing loss or damage during consultations with the business customers.

Claims handling

Not until a loss or damage occurs does the value of an insurance become visible. Every claim is handled by VGA with a proactive attitude, service-oriented and with the ambition to settle matters in a fair way. Complex claims are our specialty. In that respect VGA looks for the right balance between accuracy and a pragmatic attitude. Simple issues are resolved quickly and efficiently. Claims specialists are working at VGA. Every employee has the required and legal certificates, including the Act on Financial Supervision and/or the M&S (Motor Vehicles Insurance and Claims Handling) certificates. Permanent education is also engaged in continuously.

The VGA claims specialists make every effort in order to arrive at a well-considered approach and also take the responsibility to optimally protect the interests and reputation of the municipality of Amsterdam and/or associated and affiliated organisations and/or participations. The claims specialists have a sector-specific knowledge thanks to many years of experience in handling government and business claims.

The claims specialists work closely together with the underwriters and the risk management advisor of VGA. If necessary, external loss adjusters, experienced lawyers or mediators are used to come to a solution in an energetic way.

Claims statistics

See Enclosure 6 of Specifications

Cover

In the context of the European tender, VGA has subdivided the reinsurance for the liability risks into three Parcels with a cover each Claim which may increase to € 75,000,000 each Claim for property loss and bodily injury and € 25,000,000 per Claim for financial loss, with a maximum of € 50,000,000 per insurance year in each Parcel.

The reinsurance requested by VGA is divided into three (3) Parcels:

EUR 25M each Claim and maximum of EUR 50M per insurance year **XS** **EUR 50M** each Claim and maximum of EUR 100M per insurance year **Property loss and bodily injury**
EUR 25M each Claim and maximum of EUR 50M per insurance year **XS** **EUR 25M** each Claim and maximum of EUR 50M per insurance year **Property loss and bodily injury**
EUR 25M each Claim and maximum of EUR 50M per insurance year **Financial loss, Property loss and bodily injury**
Retention

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