

## Swiss Re Benefits from Dynamic Training Tools from Belinguo

In 2016 Belinguo worked with leading global reinsurer Swiss Re to develop a dynamic and unique **training simulation** for Swiss Re's surety underwriters.

"It is especially difficult to reach the **younger generation** with trainings like this, so I got on board in the project due to my experience as a gamer and as a younger professional," explains Luca A porta, underwriter coordinator at Swiss Re. "Coming up with something really fresh gives us a new image and I think that is absolutely needed in our market. And the fact that we can bring training to people, that is a **clear differentiator** to what other competitors can do - that definitely **adds attractive new businesses** to our existing portfolio, and as such, definitely has a very **positive impact on our economics**", adds Pius Leupi, Head of Credit and Surety.



Watch the interview at [www.belinguo.com/swissre](http://www.belinguo.com/swissre)

The aim of Belinguo's simulation was to put the user in the situation of being a surety underwriter - receiving requests of surety bonds, and having to make underwriting decisions with limited information. They would then have to build a book of business, manage the book and handle claims. The outcome was a **realistic simulation** of the **life as a surety underwriter**.

*Swiss Re and Belinguo teams working together:*



Swiss Re used the simulation in combination with its standard surety training, allowing the simulation to **complement the academic training** with something that is more like a **game**. This helped the participants to understand the comprehensive challenges behind the underwriting of surety bonds.

Luca and Pius continue, “You can really use it yourself, use the knowledge that you gained during the training and try it out by yourself. The product has a lot of potential. What we particularly liked when we combined it with a class-based training is that people could actually work together in small groups. That created a **tremendous dynamic between the people**, they started to discuss and debate; is that a good piece of business, what kind of decision should we take on that particular request...”

It was clear from the cooperation between Belinguo and Swiss Re that the simulation was an excellent tool for raising energy levels and getting people **actively involved** and participating. The result of which is a more **successful training** and greater knowledge retention.



*Representatives of the young generation of underwriters test the game - and love it!*

“The collaboration with Belinguo was an **exemplary model** on how big corporations can collaborate with small innovative companies to build something within a **very short time frame**, with people involved all the time. And people with the same objective as us, with the technical capabilities to answer our requests. Not only that, Belinguo really brought their **expertise from different industries** and supported us in building what we would like, what we wanted to achieve since the beginning,” summarizes Abdeladim Bousselem, Credit and Surety Underwriter and Project Manager. “I can only recommend working with Belinguo. For us, it has been a tremendous experience, the product has definitely **met all of our objectives**.”

## Contact us

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If you are interested in Belinguo's serious games and simulations to engage your employees, contact us at [info@belinguo.com](mailto:info@belinguo.com) or check out our website at [www.belinguo.com](http://www.belinguo.com). We will be happy to make you a bespoke offer.

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