

Our Claims Commitment



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We've raised the bar on how we deliver when it matters most.

We commit to delivering **specialist claims handling, excellent customer service, and meaningful value add** to drive the best outcomes.

Consistent. Responsive. Easy to work with.

We recognise that sometimes claims matters become truly urgent and need immediate attention. At these moments we will meet with you to discuss it **on the same day** that it is escalated to our claims management team.

Global reach,
local presence

Manchester

London

Paris

Copenhagen

Amsterdam

Cologne

Brussels

Milan

Our Claims Value Proposition

Specialist Claims Handling

Bringing deep expertise and clear ownership to every claim - with the right people, making the right decisions, at the right time.

Excellent Customer Service

Making it easy to work with us through clear communication, faster decisions, and better access to our people. For escalated matters, we will speak with you same day to communicate next steps.

Value Beyond The Claim

Providing insight, guidance and feedback that helps our brokers and customers stay ahead of risk.

Best Outcomes

Resolving claims early, fairly, and pragmatically - with a strong focus on learning and continuous improvement.

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