



## Verlingue Limited Claims Proposition

We totally understand that making a claim can be stressful, so our talented team of claims professionals will provide reassurance and help, and support you every step of the way to ensure you achieve a speedy resolution with as little disruption as possible.

Our own claims team will work closely with you from reporting the claim, agreeing and proactively getting the documents together to support your claim, attending your offices to talk through the loss all the way through to agreeing a settlement strategy with you. The team will add real value to the process through their knowledge of the claims process, ability to get access to key decision makers and the ability to drive matters forward to resolution. This means that there are no surprises for you, you will understand what needs to be done and we work together in partnership to get the claim resolved quickly.

Our talented claims professionals have extensive insurance industry experience and qualifications both as insurers and brokers. They take real pride in delivering a first class service demonstrating a tenacious, proactive and problem solving approach to get the right outcome whilst always being friendly, empathetic and understanding of our customer's needs in these situations.

### Our claim service for you is:

- Ability to report claims 24/7
- Out of hours contacts made available to you
- There are clear service level agreements that we will work to
- Contact is made with you in the way best suited for your business
- Assistance with helping calculating any losses
- Be alongside you to attend meetings with Loss Adjusters and experts
- Connecting with the right professionals across the market as required to get the best result
- Challenge decisions to make sure the right outcomes are reached by Insurers
- Pursue the earliest possible payment of a claim
- Major loss assistance
- Providing claims information to reflect your needs in a format that best suits you

We also recognise that our claims service does not just start and finish when an event occurs. Our claims team look at understand what your needs are before a loss occurs and where necessary agree bespoke claims handling arrangements with insurers and experts. In addition, they will take the time post loss to identify and highlight any trends that may be affecting your business such as claim frequencies, costs, problem locations, repeat offenders and causation. This complete approach will ensure there is true partnerships over time with the one goal of helping your business thrive.