

Beazley Claims Service Standards

Investing in a transparent process to understand our insureds' and brokers' needs,
deploying expertise where we can create value.

Expertise

Our experienced claims professionals and service providers have the technical knowledge and insight to deliver guidance and oversight.

Responsiveness

We adapt and tailor our communication style to respond to the needs of our insureds and brokers.

Partnership

We are committed to partnering with our insureds and brokers to provide pragmatic claims service to fit their needs throughout the life of a claim.

Fairness

Our client-centric structure provides open lines of communication and escalation to assess claims fairly and ensure policy intent is respected.

Accountability

We are accessible to our insureds and brokers and keep them apprised of our claims timelines to remain transparent in our claims handling.

Exceeding our insureds' and brokers' expectations through tailored, flexible,
and proactive claims management.

Being bold

Striving for better

Doing the right thing

beazley

Our Claims Service Standards

We strive to be the industry's highest-performing specialist Claims team, exceeding customer expectations through tailored, flexible, and proactive claims management.

About Us

- We provide First Party, Third Party Large Risk and Middle Market, Small Business, Treaty, and Claims Solutions services.
- Our Claims Professionals are largely sourced from law firms, insurance companies, and brokerages.
- We have over 245 team members who speak a number of different languages across seven countries and 19 offices worldwide. We are globally recognized for our **Expertise, Responsiveness, Partnership, Fairness, and Accountability.**

Expertise

- In the US and UK, we are **organized along product lines** where the right people with the right industry- and business-specific expertise manage each claim.
- In Asia, Europe, Canada and Latin America, our team of Claims Professionals offer expert knowledge and **claim-specific skill across multi-line products.**
- As Claims Professionals, we have a wealth of industry and **regional experience, technical knowledge, and training** to confidently provide claims insights, guidance, and oversight.
- We understand the complexity of our clients' risks and deploy our expertise where we can **create value** and improve claims outcomes.
- Our teams are **agile and empowered** to make decisions, pay claims, and respond to requests efficiently.
- When necessary, we will **appoint fully vetted expert external advisors** to assist in managing claims. We ensure they are experts in their line of business, properly staffed, actively managed by a Beazley Claims Professional, and responsive to our insureds and brokers.

Responsiveness

- Upon notification of a claim, we **promptly provide** the claim number and contact information (email and direct phone number) of the assigned Claims Professional to our brokers and insureds.
- Claims communications and updates are issued in **a timely manner.** We believe in transparency and delivering on our commitments.
- We are **accessible to our insureds and brokers,** regardless of whether an outside vendor is part of the claims process.
- We **tailor our verbal and email communications to** the nature of claim, level of insured sophistication, and preferred communication style of our insureds and brokers.
- We **endeavour to acknowledge and/or respond** to our brokers and insureds queries within one business day.
- We make ourselves available to **discuss claims** and/or coverage issues candidly and will give alternative viewpoints due consideration.
- Upon receipt of required documentation, we **prioritise claims payments and reimbursement** requests.

Partnership

- We respect and listen to our clients and create long-term partnerships through **open and direct communication, and remain accessible to our clients throughout the claims process.**
- Our service begins before any claim is reported as we make ourselves available for **pre and post-bind introductory calls with our brokers and insureds**, where applicable.
- We **consult and collaborate** with our insureds and brokers at critical stages of a claim, from inception to resolution.
- We conduct ourselves professionally and strive to forge partnerships with our insureds and brokers by **keeping our brokers apprised** of material or relationship developments.
- When defense counsel is needed, and where appropriate, we provide or vet prospective counsel recommendations. We recognize and respect our insureds' pre-existing relationships whenever possible, **working together to select counsel.**
- We require our outside **service providers to engage** with our brokers and insureds in a professional manner.

Fairness

- We work closely with Underwriting to ensure **policy intent is respected.**
- Should claim coverage or related issues arise, we **engage in dialogue with our insureds and brokers** prior to issuing written communications whenever possible.
- Should an issue arise, our client-centric structure provides **open lines of communication and escalation.**

Accountability

- We endeavour to make sound coverage determinations, and **convey our rationale clearly and promptly.**
- We aim to provide **transparency** regarding the timing of issuance of coverage determinations, authority process, and payments.
- We pay claims we owe in a **timely fashion.** We deeply value our brokers' and insureds' feedback and are available for **post-claims reviews.**