

Claims Charter

Our claims department is highly skilled and very accessible. We can offer help and advice to our customers not just after a loss, but before a loss as well. We like to work closely with our customers – that’s how things work best for us, and for them.

BEFORE A LOSS

We understand customers. We work with our customers and their brokers to understand everyone’s needs, and we make sure customers and brokers have direct access to individual claims handlers. We explain our “go-ahead” attitude to claim handling and settlements, our realistic approach to reserving, and many extra benefits over and above basic insurance cover. Our claim relationship managers, our claim handlers and our claim managers are always on hand to help.

AFTER A LOSS

We understand claims. From minor motor claims to catastrophes, our expert claims handlers are there to guide you. We want claims to run smoothly with no surprises, so we keep our customers closely updated and we want to make payments quickly, without fuss, whatever the size of the loss. And we also know that when our customers have a loss it’s not just about insurance. That’s why we can provide many extra benefits, like rehabilitation to get injured employees back to work safely and quickly, or reputation protection services to reduce consequential losses to the customer’s business.

Chartis is a world leader in insurance. Here in the UK we provide the security and stability needed by top UK companies and institutions, medium to large sized businesses, as well as many small businesses and individuals. We know that our customers have entrusted their risks and their losses to our care. We are there to help and support them with our strength, our talent and our innovative approach before and after a loss - no matter how big or how small they might be.

We understand customers. We make sure they have direct access to individual claims handlers – and our claim relationship managers are always on hand to help

We want claims to run smoothly with no surprises, and we want to make payments quickly and without fuss whatever the size of the loss

www.chartisinsurance.com/uk

**CHARTIS**
Your world, insured

Chartis is a world leading property-casualty and general insurance organisation serving more than 40 million clients in over 160 countries and jurisdictions. With a 90-year history, one of the industry’s most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage risk with confidence. For additional information, please visit our website at www.chartisinsurance.com.

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