

# MARSH JLT SPECIALTY

## CLAIMS



### THE ISSUE

We recognise that having your claims paid quickly is the fundamental reason why you buy insurance; managing the claim is one of the most important aspects of the service that a broker can provide.

### OUR SOLUTION

We place a great deal of emphasis on providing the best possible claims service. Our aviation claims team is one of the largest in the world, with more than 50 colleagues dedicated to serving clients.

We can assist you in a number of ways including:

**Transitioning open claims:** When taking over a new account, we facilitate the orderly and seamless transition of the open claims files to enable us to assess each one and then begin working on them straight away. We have a great deal of experience in taking over claims files.

**Claims review meetings:** We recommend that we conduct at least two formal claims review meetings per year. Part of our focus in these meetings will be to challenge insurers' reserves, to ensure that your loss record never appears over-inflated.

**Loss settlement funds:** We would look to work with insurers to establish a claims paying fund, which can facilitate quicker payment of your claims. Such funds are extremely helpful in promptly settling "every day", low severity, claims.

**Training:** Our Aviation Claims team has a wealth of experience in providing training to clients on how their policies work, which can then assist them in their dealings with their customers. During our training courses, we typically use actual anonymised case studies to illustrate in a practical way the points being discussed.

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**Major claims payments:** In the event of a total or a constructive total loss we will seek for your claims payment to be made within seven working days from receipt of a fully signed release. For a major partial claim, such as a significant hull incident, we collect from insurers/reinsurers as soon as possible and establish a repair fund, out of which bills are paid.

**Loss experience/statistics:** We will maintain detailed loss figures and will be able to provide you and your insurers with full breakdowns of claims statistics. We can also establish a secure e-room to enable you to have access to these claims figures, surveyors and lawyers' reports, etc. on a 24-hour basis. We can then work with you to use these figures to identify trends, thus

enabling you to put in place remedial measures to avoid frequency of losses.

**Lawyer and loss adjuster review:** We would suggest a review with you, to ensure that you are completely satisfied with the current claims handling procedures, as well as the lawyers and adjusters working on your insurance claims. As part of this review, we would look carefully at the structure of legal and adjuster fees to ensure claims are being handled in the most cost-effective manner.

**Claims experience:** Our experience and market knowledge allows us to draw on the many real scenarios that we have dealt with, enabling us to apply this to claims negotiations or training where it is required.

## BENEFITS

| BENEFIT TO YOU            | DESCRIPTION  |
|---------------------------|--|
| An experienced advisor:   | We handle in excess of 4,000 new aviation claims every year and in 2016 collected US\$1 billion from insurers for our clients. That is a wealth of aviation claims experience at your disposal.  |
| A strong advocate:        | For some claims it is not always clear how, or indeed whether, a policy will respond. Our claims team has extensive ability to handle even the largest and most complex claims, and to protect your best interests with insurers.  |
| Our strong relationships: | Our claims team has strong working relationships with the various parties involved in the handling of claims. This includes insurers, loss adjusters, law firms and others, which can speed up claims payments. For example, we have arranged payment for many first party total losses within <b>7 working days</b> from receipt of a fully signed release. We also have success in setting up loss settlement funds to pay smaller attritional losses quickly. |
| Our global structure:     | With an extensive global network of offices, we can support your claims activity on a local basis, wherever you need assistance.   |

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