

The value of robust claims management



Gallagher

Insurance | Risk Management | Consulting



As challenging market conditions bring implications for insurance cost and cover, in-house claims support from your broker is more important than ever before.

The challenging market conditions we are currently experiencing mean that many organisations are faced with increased cost concerns when it comes to their insurance programme, such as increased premiums due to the hardening insurance market, higher deductibles, enhancements and exclusions. So, where does this leave your business in the event of a claim? The answer may depend on the level of support you receive from your broker.

When you suffer a loss that causes disruption to your business it can be a stressful time, and dealing with the claims process can add to the burden. Critically, if it is your own property that has suffered damage or perhaps you are making a liability claim for damages, then prompt action is required to minimise disruption and reduce any impact to cashflow.

Responding to claims effectively is one of the most important aspects of the insurance industry and brokers who manage claims in-house rather than outsourcing can make a significant contribution to help clients reach the desired resolutions.

Not all brokers handle claims in the same way

In some cases an insured event is reported directly from client to insurer, and therefore the broker report is created with low level knowledge. In other cases, claims may be reported by a broker but they have little input in managing the claim through to resolution.

The ideal scenario is to have a broker who is the first point of contact for claims and supports you all the way through – whether you are making a claim or your company becomes the subject of a claim. In-house claims capability means your broker will be involved from the start, using their expertise to understand your policies and coverage, help you manage costs, and play an integral role in reaching a suitable outcome.

Here are a few examples of how Gallagher's in-house, dedicated claims service can benefit your business:

- **In-house loss adjusters:** A loss adjuster can really enhance a broker's service because they are there to represent you, not the insurer. If your broker has in-house claims expertise with a loss adjuster ready to work with you, you will already be one step ahead in the claims process as well as reducing your potential costs. This level of service is particularly beneficial when dealing with large or complex property or business interruption claims.
- **Avoiding common pitfalls:** A broker with a greater level of claims expertise can advise on how to avoid breaching your claims-related policy conditions, and help steer you around common pitfalls and obstacles in the claims process.
- **A proactive approach to motor claims:** Involving your broker from the outset in the event of a motor fleet claim can make a significant difference to the outcome. Early notification and management of the claim can help achieve a smooth process and make a considerable difference to settlement costs.
- **Claims data:** Early involvement in a claim enables your broker to produce more useful claims data which can be used to examine claims cost and deploy appropriate risk management solutions. In the case of motor claims, for example, it can help to address the relationship between driver behaviour and risk, and highlight the need to invest in specific risk management processes.
- **Defending a claim made against you:** A broker can also play a key role in supporting you in the event that an Employers' Liability or Public Liability claim is made against you. By fact-checking and reviewing supporting information they can assess the likely outcome on liability, and communicate findings and views to insurers, aiding the decision on course of action – whether this is a quick settlement, robust defence or further enquiry.

The benefits of an enhanced claims management service

In some cases, businesses may require a greater level of broker support due to the size and complexity of a claim, for example a large property or business interruption claim.

To help our clients deal with the larger and more complex claims for material damage and business interruption, Gallagher offers [Gallagher Business Assist](#) – a claims management and loss recovery facility provided by our in-house team of loss adjusters. It is a facility we offer over and above our day-to-day claims handling service, and includes the immediate appointment of a loss adjuster who will be there to represent you every step of the way. This level of support from the outset is key to reducing costs and helping to ensure a fair and prompt settlement.

Business Assist is underpinned by regular and effective communication with you and the insurer. This joined-up approach to claims means you are much more likely to achieve a resolution quickly, minimising disruption to your business and reducing associated costs.

Would you like to talk?

To find out more about the claims expertise at Gallagher, and how our dedicated teams support our clients at a time when they need us the most, please speak to your local Gallagher representative.

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