



AssuredPartners  
LONDON



Claims Management

Power  
through  
Partnership.

## Claims management

### Notification Steps

1. Recognition of a claim or potential claim by insured (client)
2. AssuredPartners discusses the situation with the client and advises how to proceed
3. AssuredPartners notifies insurers where a valid claim or circumstance exists and updates the client
4. AssuredPartners pushes for acceptance of claim/circumstance in order to safeguard the client's position

### Claims management process

#### Claim involving legal or regulatory proceedings

APL manages meetings to discuss the appointment of legal advisors

Ratification of legal advisors to defend claim with payments being made directly to legal advisors

Defence of claim

#### Results

LIABILITY PROVEN:  
Insurers provide indemnity

NO LIABILITY:  
Claim successfully defended and defence costs paid

#### Claim involving operational loss

Insurer agrees to provide indemnity for the loss

APL manages the settlement meetings

Directors sign settlement agreement

#### Results

CASE AGREED: Settlement paid

### Why is claims management important?

In an increasingly litigious environment, purchasing PI and D&O insurance from a broker with experienced individuals who acts as more than just a post box, and actively assists its clients in the event of a claim is essential. AssuredPartners London (APL) takes on the responsibility of understanding the nature of any claim, leading discussions with insurers on issues of policy and coverage, and takes all the steps necessary to help ensure the swift payment of any losses.

APL's in house claims team have a wealth of experience in assisting clients to help achieve a swift settlement to any claims they may suffer.