

Loss adjusters accurate swift assessments

Claims management

When you're faced with a claim, our priority is to deal with your claim swiftly, fairly and professionally to minimise stress and disruption to your business. In the event of a major claim, the appointed loss adjusters will contact you within 24 hours and visit the site as quickly as possible to make an assessment.



When a major loss* occurs we can deploy specialist loss adjusters, i.e. engineers, accountants and forensic scientists, etc who will:

- investigate the circumstances of the claim
- gather evidence/information and support documentation
- evaluate the extent of the loss
- project manage the claim and produce the necessary reports
- calculate quantum in line with the policy liability
- validate policy liability.

About the loss adjusters

- We have appointed leading firms of loss adjusters following a thorough review and selection process. They are also selected by line of business and expertise. We prefer to work with only those organisations that can demonstrate best practice across all their business practices, procedures and governance.

- The loss adjusters work alongside our own Major Loss team in the event of a major incident.
- We have service level agreements in place with our contracted loss adjusters, which allows us to proactively manage the relationship.
- We have agreed fixed fees and hourly rates in place along with delegated authority where appropriate, and an effective complaint procedure.
- We encourage customer engagement in order to provide the best service. We ensure prompt action. All our loss adjusters contact customers within two hours of being instructed by our claims department. Each is continuously reviewed for compliance and quality of service.

*We define a major loss to the value of £250K and above.

The appointed loss adjusters and their areas of expertise include:

ASL:

- Financial Lines

Buckley Scott:

- Plant Validation

Charles Taylor Adjusting:

- Financial Lines

Crawford & Co:

- Major Loss
- Construction and Engineering

Cunningham Lindsey:

- Major Loss
- Domestic
- Non-Domestic
- Building Guarantee
- Casualty
- Construction and Engineering
- Subsidence

Equijust:

- Financial Lines

GAB Robins:

- Major Loss
- Non-Domestic
- Casualty
- Subsidence – Support to Cunningham Lindsey

Knowles loss Adjusters:

- Building Guarantee

Lucas Associates:

- All Northern Ireland losses (support by Cunningham Lindsey)

Walsh PI

- Financial Lines

To find out how Zurich can help you, call your usual Zurich contact on **020 7648 3200**.

Alternatively, call your broker or visit our website **www.zurich.com/corporatebusiness**



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