

# Claims Management

Our team has established a high level of service standards for the handling of claims which are regularly monitored for effectiveness and fine-tuned to our client's requirements. Our services include:

- Management and recording of above deductible losses
- Negotiation of the claim settlement
- Assistance in the resolution or conduct of difficult or contentious claims with insurers and reinsurers where required
- Appointment of loss adjusters, specialist consultants and legal advisers
- Attendance at site and claims meetings, as appropriate
- Monitoring and evaluation of outstanding claims until finalization
- Collection of insurance proceeds
- Provision of claim status reports
- Maintaining records of paid and outstanding claims for underwriting disclosure and inclusion in renewal submissions

As claims develop, we will provide regular feedback on their status. In addition, on a pre-agreed basis, formal updates in the form of a report (monthly, quarterly or semi-annually) will be provided for review. Claim reserves have a significant impact on premiums. Once a year, or more frequently if required, we will arrange a meeting or liaise with insurers (and the Project Company/Sponsor if necessary) to review all claims reserves to ensure that quantum is not overstated and are adjusted accurately to reflect the likely claim outcome.

