



Managing corporate claims



dwfgroup.com

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Claims can give you valuable insight into your business – what is going wrong and what can be improved to help reduce that ever important total cost of risk. We understand that now, more than ever, this is a key focus for corporates.

At the same time, you want to safeguard your brand whilst protecting your business from fraudulent claims

What we do

DWF offer bespoke services to help you manage corporate claims at every stage of the process. Our experienced claims management team will manage your claims from inception to conclusion, and call on our large international legal team for specialist legal advice or litigation services if required. We can support you with small or volume claims through to complex claims and will work closely with your insurers to achieve the best outcome. We pride ourselves on ensuring technical excellence combined with a superior service in everything we do.

In order to manage your claims effectively, it is important for us to understand your business, its key risks, your strategic drivers and what keeps you up at night.

What makes us different?

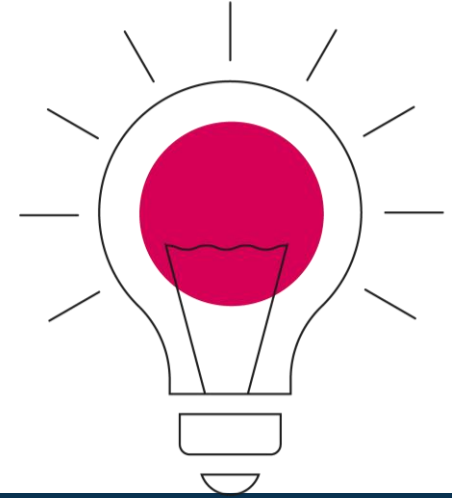
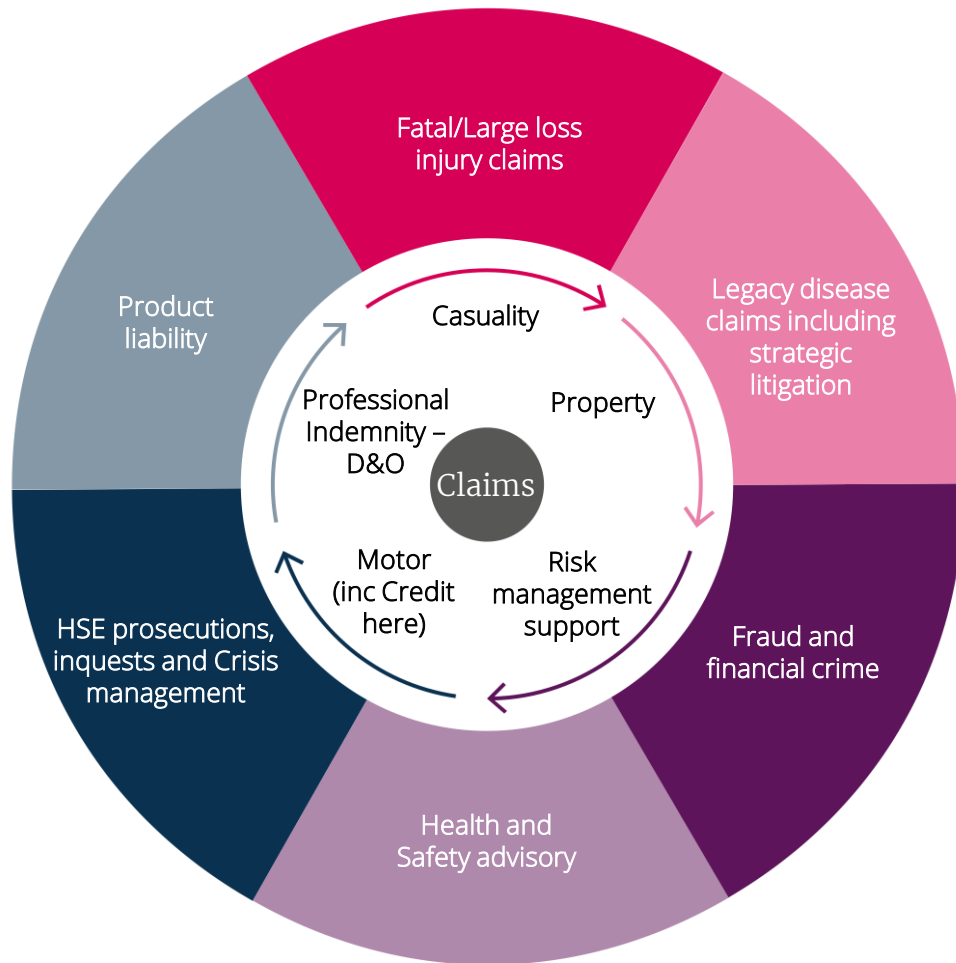
We are not a traditional TPA, or a traditional law firm – we are a global legal business with a unique delivery model and the capabilities to transform your claim performance. Working with you as a strategic partner and extension of your team we will get to know your business including its unique strategy, culture, brand, values, processes, and key risks. This way we develop a true understanding of your business, recognise your needs, and take a fully holistic view of claims strategy to help drive continuous improvement.

By understanding business risks and their associated costs, we can implement strategies to mitigate, avoid and reduce the impact of these risks. We can meet a corporate's full requirements across all classes of claim – from the most complex down to straightforward high volume. Our highest quality customer service underpins our offering as we support the full claims journey seamlessly.

We know that the nature and outcome of claims is relevant to stakeholders right across the business. We would want to work collaboratively across all those stakeholders to get the best result and feed business learning.



Key services and expertise



Our approach

- We work under Delegation of Authority (DOA) but escalate agreed key matters to help you to understand your risk profile and conduct efficient investigations to enable quick decision-making
- We ensure early settlement where liability is found
- We use horizon scanning and in-depth sector insight
- We collaborate efficiently with all stakeholders – internal and external
- We fight the right cases and protect your brand
- We hold review meetings to consider the whole service portfolio, providing a holistic approach to your claims and related risks
- We look at your total cost of risk and take this into account when developing strategies.



Management Information

Our smart technical platform, EvoClaim, provides MI to help improve your business and drive down your total cost of risk. We have the flexibility to report any data field combination, on demand or in any timing schedule required.

Our report suite enables us to set up reporting automatically, but also to manually report on any bespoke or ad-hoc data requirements that a client may have. We would also surface all agreed report templates to the client extranet so that, while automatically delivered, pre-formatted reports can be run at any time outside of the set auto-reporting parameters established above.

We will provide:

- A monthly MI pack tailored to your needs
- The ability to interrogate the MI pack and underlying data
- Access to on-demand reporting
- A quarterly review with your client management team.

About DWF

We are a leading global provider of integrated legal and business services.

We have received recognition for our work by The Financial Times who named us as one of Europe's most innovative legal advisers, and we have a range of stand-alone consultative services, technology and products in addition to the traditional legal offering.

Our goal is to provide a complete legal business solution for our clients driven by an agile work culture that attracts diverse, exciting people.

Sector led insight

We go to market through the sectors that our clients operate in, so we can identify and anticipate their challenges and find solutions to the legal problems they face, provide support for smarter decisions, reduce risks, and give greater clarity and flexibility.

Our sectors include: Insurance, Financial Services, Real Estate, Technology & Telecoms, Energy & Industrials, Retail, Food & Hospitality, Transport and Public Sector.

Contact



Archana Makol
Client Services Director

M +44 7902 705183
E Archana.Makol@dwf.law





DWF is a leading global provider of integrated legal and business services.

Our Integrated Legal Management approach delivers greater efficiency, price certainty and transparency for our clients.

We deliver integrated legal and business services on a global scale through our three offerings; Legal Advisory, Mindcrest and Connected Services, across our eight key sectors. We seamlessly combine any number of our services to deliver bespoke solutions for our diverse clients.

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