



DWF

Risk and claims management
solutions for brokers and insurers

dwfgroup.com



Risk and claims management solutions for brokers and insurers.

Our automated and highly intelligent software coupled with premium legal advice helps our clients manage operational, reputational and regulatory risk and thrive in a changing market.

- Risk and claims management software
- Claims management outsourcing
- Regulatory and compliance training
- Regulatory FCA/PRA compliance advice
- Specialist insurance legal advice

Risk and claims management solutions

360

360 is a technology software business, delivering market-leading, risk and cost reduction software to many of the UK's biggest insurers, brokers and claims handlers.

Through our market leading, cloud-based risk and claims management software EvoClaim, we provide the expertise you need to tackle complex risks and claims.

All relevant data is seamlessly available for claims handlers, brokers and insurers to settle claims quickly and efficiently. Our systems help to analyse patterns and manage workflow, leading to faster decision-making and greater opportunities for performance and organisational improvement.

- From automation to zero touch settlement, you can assess, triage and settle claims or use workflow for guided milestone review points to closure
- Instant online mobile or web-based claim or complaints reporting to automated settlement
- Immediate upload and storage of photo, statements and video evidence supporting claims
- A centralised repository for all claims documentation including Word, Excel, PDF and Media
- Trend mapping identifying location hotspots, claimant, witness, related parties mapping and volume analysis by claim type
- Identify, action, and tackle fraudulent claims, with a guided process to online fraud checking services

Zing365

Zing365 is a market-leading training provider to the insurance and financial services sectors. DWF Group plc acquired Zing365 in Spring 2021.

Zing365 has a blue-chip client base working with over 400 clients and 20,000 learners per annum. With 200+ technical and compliance courses, and 150+ business skills and personal development courses, Zing provides access to industry expert business coaches to provide 1-2-1 support at all levels. Some of the popular courses provided are;

- Cyber Liability Insurance
- Public Liability
- Product Liability
- Business Interruption
- Motor & Motor fleet



Risk and claims management solutions

Claims Management and Adjusting

Rather than delivering a standardised Claims & Adjusting solution across all lines of business and client requirements, we approach each client relationship as a partnership. Our Claims Management & Adjusting team combines technical excellence and superior service across the whole lifecycle of a claim. We deliver a centralised, blended solution, drawing together volume claims management, adjusting, consultancy and legal expertise.

Our centralised approach generates greater efficiencies and lower costs for our clients, as well as ensuring a seamless service across multiple, widespread territories.

Across the UK, Ireland, Italy, France, Canada, the USA and Australia, we stand out as one of the most experienced teams supporting insurers in Professional Indemnity, Casualty and Property claims.

We have expertise in areas including Construction, Directors and Officers/Management Liability, General Liability, Healthcare, Hub/FNOL Bordereaux management, Legal Expenses and Motor.

Managing corporate claims

Claims can give valuable insight into a 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.

DWF offer bespoke services to help manage corporate claims at every stage of the process. Our experienced claims management team will manage 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 with small or volume claims through to complex claims, working closely with insurers to achieve the best outcome. We pride ourselves on ensuring technical excellence combined with a superior service in everything we do.

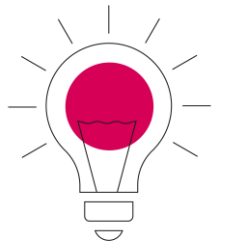
Regulatory Consulting

Regulatory Consulting provides consultative problem-solving together with core compliance support to meet all of the regulatory needs of FCA and PRA regulated insurance businesses.

The team specialises in helping brokers and insurers anticipate and adapt in an ever-changing regulatory climate. Areas of expertise include support with regulatory supervision e.g. Skilled Person reviews, discrete advisory projects e.g. product governance framework reviews, retained compliance support, SMF competency assessments and wider SMCR-related advice, systemic risk management and financial crime framework systems and controls design and implementation.

We support clients both with BAU needs and when engaging with the regulators either regarding standard regulatory processes or when facing supervisory or enforcement related activity. We can create for our clients a bespoke ongoing support package that could include any combination of elements, including:

- Compliance Monitoring Plan (CMP): drafting and implementation
- Financial Crime controls review e.g. client on-boarding and screening
- Regulatory updates and horizon scanning



Risk and claims management solutions

Insurance and claims legal advice

We advise our insurance clients across the spectrum of their legal needs, from managing claims, through to their corporate and commercial transactions, regulatory and compliance issues.

Our highly experienced Insurance sector team has a deep understanding of the insurance industry and advises clients across the breadth of their claims issues and commercial services needs. We can provide solutions to the challenges clients are facing in running their businesses and can help them with first class multi-disciplinary teams to guide them through both their 'business as usual' work, as well as more complex areas requiring specialist and high level advice.

Our expert insurance and reinsurance lawyers advise on coverage, policy wordings and the defence of complex cross border, London Market and international claims, through to the defence of both volume and complex claims across all classes of business: property, casualty, professional and financial lines and D&O, product liability, motor, fraud, cyber, marine, energy, trade credit, political and other specialty risk claims.

We work with clients ranging from London Market and global insurers and reinsurers, to domestic insurers, MGAs, brokers and other intermediaries, based across the globe and covering all classes of insurance business.



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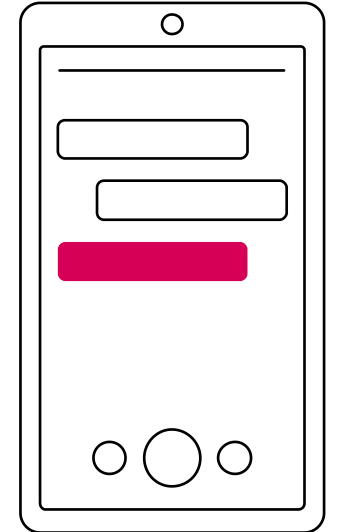
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DWF is a leading global provider of integrated legal and business services.

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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