

Australia

Our claims team in Australia is part of a global claims management and adjusting business, working with both Lloyds (UK-based) syndicates, as well as domestic insurers and specialising in the management and administration of all classes of commercial lines claims. We have particular expertise in matters concerning Professional Indemnity, General Liability, Marine Liability, Financial Institutions, D&O, Management Liability, Legal Expenses and Property Insurance.

Rather than delivering a standardised claims solution across all lines of business and client requirements, we approach each client relationship as a partnership. We understand the importance of providing a locally relevant legal and claims expertise, in a way and at a cost that delivers the results you need and want.

What we do

We recognise that across different jurisdictions and lines of business, claims management protocols need to be adjusted to account for the underlying risk and varying legal, social and political environments. Certain fundamental principles, however, underpin the successful mitigation of claim and cost expense in all territories. We are also well positioned to provide claims management solutions to the corporate environment within Australia.

During 2019, the Australian office went through a significant restructure designed to ensure that we kept pace with the demands of the market, and further enhance our reputation for excellence and being a point of difference. Our approach to managing claims is centred around ensuring each client can choose a way of working that suits them. We offer First Notification of Loss cradle-to-grave claims management under a delegated authority; hub management as a centralised point for collation of data from multiple service providers; as well as deductible claims management and excess layer/follow market claims administration.

Understanding the importance of commercial experience

Our claims handlers have a combination of insurance market and legal expertise, having previously worked in brokerages, law firms, coverholders or insurance companies and syndicates. Within these teams we are able to offer niche understanding of areas such as Professional Indemnity, General Liability, Property, Directors and Officers/Management Liability, Legal Expenses, drawing in other experts, from across DWF, where necessary.

Our claims management technology

DWF is recognised as one of the most innovative legal services businesses operating across the globe today. As part of our commitment to innovation and best practice, we have developed our own, proprietary claims management system: Claimsview.

Claimsview enables us to help clients to monitor their exposure, not only in terms of reserves and payments on a claim-by-claim basis, but also the performance of a portfolio or book of business as a whole. When using Claimsview, clients can access reports and statistics on individual claims or entire portfolios, as well as multiple years of account. In addition, a client dashboard is available via our secure client extranet which provides instant graphical analysis on claims according to statistics such as business type, location and type of claim.

Clients can also access a full electronic file (incorporating incoming and outgoing correspondence, referrals and all policy documentation) as well as using Claimsview to produce in-depth Management Information, to easily capture SLA and KPI data and assess DWF Claims' conduct objectively. Post counts, response times, diary activity and file dormancy are all reportable and as a result easily controllable.

This immediately accessible, live information is beyond that available to most underwriters, even in large corporate entities, and sets the service provided by DWF apart.

Why instruct our claims team in Australia?

- All offices have their own management team and back-office functions - such as accounting and compliance, managed centrally. This gives an autonomy that ensures the best results for locally-based clients. In global matters, however, we draw on DWF's global resources to maximise knowledge and draw in cross-border expertise, as needed.
- Our fee structure is dependent on the services, line of business and location. We strive to ensure a fee structure that is mutually beneficial to DWF and to our clients so that we are incentivised to add value and mitigate claims costs and legal services included in one contract. We are also keen to link KPI and service level performance to fee structures.
- DWF Claims Management & Adjusting is part of our Connected Services division which contains a range of independent businesses that work alongside, support and deliver products and services to our legal teams and clients.
- We are a global legal business, transforming legal services through our people for our clients. We have over 25 key locations and 2,700 people delivering services and solutions that go beyond expectations.

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Our global locations

