

UK – Financial Lines

A trusted partner delivering a superior Claims service. In these ever changing times our clients are looking for stability and certainty.

Our Financial Lines team is part of a global claims management & adjusting business and specialises in the management and administration of all classes of Financial Lines claims. We have particular expertise in matters concerning Professional Indemnity (all classes), D&O/Management Liability, Financial Institutions, Legal Expenses and Hub/FNOL Bordereaux.

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 claims management 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.

Working for a large number of insurer clients, we are trusted to deliver a bespoke claims management and support service on a global level.

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. We can also offer claims management within a client's environment as well as ECF.

brokerages, law firms, coverholders or insurance companies and syndicates. We are also able to draw in other experts, from across DWF, where necessary.

What our clients say

“ DWF Claims provided a seamless transition from our previous claims service providers. Having 20 years of historic claims data, it was imperative that this was managed smoothly and effectively which it was. DWF has provided an invaluable service, not only on a thorough review of the existing open claims, but by providing detailed MI we are able to oversee the portfolio with ease and efficiency. The team are professional, helpful and a pleasure to work with. They understand our business, the challenges we face as an Insurer and our partnership really does provide an all-round excellent service to our clients. ”

Understanding the importance of commercial experience

We have a dedicated team in London, Leeds and Bristol. Our commitment to delivering the most relevant, effective claims service is grounded in the commercial experience of our staff. Our claims handlers have a combination of insurance market and legal expertise (legally qualified), having previously worked in

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 our claims team's 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?

- We are the only commercial SME Third Party Administrator with a global footprint in all the major international insurance hubs
- Multiple classes of business or territories can be catered for under one global contract
- All operational and accounting functions are centralised at our London HQ, allowing all other offices to concentrate on service delivery to their client base
- Simple but flexible pricing structure
- We are a global legal business, transforming legal services through our people for our clients. We have 33 key locations and over 4,300 people delivering services and solutions that go beyond expectations.

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Beyond borders, sectors and expectations

DWF is a global legal business, connecting expert services with innovative thinkers across diverse sectors. Like us, our clients recognise that the world is changing fast and the old rules no longer apply. That's why we're always finding agile ways to tackle new challenges together. But we don't simply claim to be different. We prove it through every detail of our work, across every level. We go beyond conventions and expectations.

Join us on the journey.

