

# UK

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**DWF Claims Management & Adjusting is a global claims management business specialising in the management and administration of all classes of commercial lines claims. We have particular expertise in matters concerning Professional Indemnity, General Liability, Healthcare, Legal Expenses, Motor 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 claims management expertise in a way and at a cost that delivers the results you need and want.

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## 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.

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## Understanding the importance of commercial experience

Operating in the UK, USA, Canada, Australia, Ireland and continental Europe, 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, 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 and Financial Institutions, Legal Expenses, Motor, Healthcare and

Hub/FNOL Bordereaux management, 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 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

- 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 28 key locations and 3,100 people delivering services and solutions that go beyond expectations.

### Key contacts



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### Our global locations

