



# claims management & 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.**

We understand that you're looking for a team with proven skill and capability, and we understand the importance of responding to this in a way - and at a cost - that delivers the results you need and want.

---

## What we do

DWF Claims Management & Adjusting 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.

---

## Our Claims management expertise

We deliver a centralised, blended claims management solution across all classes of commercial lines claims. We are known for our skill and proven capability in providing volume claims portfolio management services that combine sophisticated, bespoke system automation and insurance market and legal sector expertise.

Our approach is distinctive. We work hard to ensure 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.

## Our adjusting expertise

We specialise in the technical investigation of claims - working in collaboration with lawyer and claims management colleagues to provide early and comprehensive advice to insurers and their insured professionals. We work hard to avoid litigation and to minimise both client and claimant costs. By focusing on early clarification of causation, decisions can be made as to the liability exposure, and hence claim handling strategies can be determined from the outset so as to minimise overall costs.

We are known for our deep sector specialism, in particular within all types of engineering, construction, building, infrastructure and surveying. We have investigated notifications arising from consultants and contractors working on a wide range of projects, from major international developments such as underground rail systems, harbours, airports and energy installations to small regional commercial and residential projects.

---

## Industry experts you can trust

Our commitment to delivering the most relevant, effective service is grounded in the commercial experience of our staff. We're proud of our reputation for being one of the largest, leading legal businesses working within the insurance sector.

The majority of our claims handlers have worked in law firms, brokerages, coverholders, insurance companies and Lloyd's syndicates, blending valuable insurance market and legal experience.

Our adjusting team is multi-disciplinary, including experienced legal professionals, qualified Chartered Surveyors, Chartered Civil Engineers, Chartered Building Engineers, Chartered Loss Adjusters, members of the Chartered Insurance Institute, Operational Directors, liability experts and construction professionals.

## Market-leading Management Information and 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, and EvoNotify, a mobile device crisis management notification tool, for legal privilege, alerting, management logging of an incident/near miss or circumstance.

### 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 access a full electronic file (incorporating incoming and outgoing correspondence, referrals and all policy documentation), as well as using Claimsview to produce in-depth, real time 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.

### EvoNotify

EvoNotify is a mobile device crisis management notification tool, for legal privilege, alerting, management logging of an incident/near miss or circumstance. It also enables the distribution of compliance/policy and risk assessments by role/location, to

ensure the latest documents are available, read and understood to mitigate risk.

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

### Why DWF?

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

## Contact



**Paul Cowen**  
 Head of Claims Management & Adjusting  
 M +44 7523 044314  
 E Paul.Cowen@dwfclaims.com

## Our global locations

