

Global Corporate & Speciality

Our UK Claims Service



Our claims service works to support your business

You can count on the Global Corporate & Specialty (GCS) team to deal with claims efficiently, expertly and, above all, fairly. Our dedicated, tailor-made claims service ensures corporate clients and brokers get the right support from the right people, every step of the way.

Claims Service Manager

Our dedicated Claims Service Managers act as a personal gateway to our fully integrated claims service by:

- providing a dedicated interface covering all claims resources, ensuring clients always have access to the right person at the right time
- knowing each client's business inside out and fully understanding their requirements from the outset
- providing pre-checked, made-to-measure MI with analysis relevant to each company
- integrating with our comprehensive risk management service to ensure no lessons from today's claims go unheeded tomorrow
- utilising our technical expertise to provide helpful pre-loss advice
- attending all relevant meetings to provide a single point of contact.

Claims innovation

We believe corporate clients gain peace of mind from understanding more about complex claims in advance. So, we've incorporated two fundamental elements into our GCS claims model.

Integrating claims and underwriting

We hold an upfront workshop, on appointment, to plan how a client's policy will respond to potential loss types. We also clarify any wording, questions or policy details, case by case.

Agreeing and designing bespoke claims procedures at inception

We ensure every claim runs smoothly by setting out:

- the procedures and steps we'll take if a loss occurs
- all the information and documents we need to avoid delays
- senior points of contact and an agreed escalation process
- agreed external providers, such as loss adjusters and legal experts.

Dedicated Centres of Excellence (CoE) for standard claims

For lower value or lower complexity claims, our dedicated CoE teams provide a flexible, bespoke claims management service from notification through to settlement.

Core service deliverables include:

- adopting a flexible approach when processing claims, combining efficient management of costs with expertise
- allocating experienced, UK-based claims handlers to take ownership of each incident from start to finish
- ensuring effective communication and diary management to resolve claims as efficiently as possible
- rigorously defending businesses against unmeritorious and fraudulent claims
- liaising closely with Claims Service Managers – ensuring Aviva expertise and processes are tailored to each client's needs
- working with Claims Service Managers to ensure accurate, timely and complete claims information, in line with agreed specifications.

Major claims practitioners with specialist, technical expertise

Aviva's large-loss claims service aims to ensure rapid and painless resolution of even the most complex cases.

Our service includes:

- a dedicated GCS claims guardian – available 24/7
- all contact points and escalation procedures clearly set out
- critical elements of major claims handling agreed in advance of a loss, to avoid surprises
- claims expertise available before a claim happens, to resolve cover questions ahead of time.

To find out more about our UK claims service, please speak to your usual underwriter or claims service manager.

