



Recover and Restore

Rehabilitation and reimbursement of absence costs.

Rehabilitation

Managing accidents in the workplace

Workplace injuries are stressful events for employees and their families to endure. When these events occur, the victim faces both a period of recovery and a potential impact on their ability to meet financial commitments.

Our experience indicates that this pressure is one of the biggest drivers to employees claiming against their employer.

Our customers tell us that having a happy, healthy and productive employee back to work is their highest priority following an accident. They also say, however, that expensive and protracted legal proceedings are of significant concern.

With this in mind, we combined our market-leading rehabilitation services with a 'reimbursement for absence costs' benefit to help employees and employers manage what has the potential to be a challenging scenario for all parties.

Organisations that utilise this combination of services can reduce claim frequency and cost of workforce absence, getting their people back to doing what they do best and optimising productivity.

Accessing the service

QBE customers with a casualty policy* can access the service as standard. To do so - we simply require:

- > an email notifying us of the absence within 72 hours of occurrence (subject to establishment of legal liability).
- > confirmation that the injured employee is engaging with our rehabilitation specialists.

On receipt of the email, we will begin and fund the rehabilitation process.

If the employer is continuing to pay their employee throughout their absence - we will activate the reimbursement benefit for up to 13 weeks.**

Third-party claims handlers working on behalf of QBE casualty customers can also access the service.

Employees that work with our Rehabilitation team following a workplace accident return to work on average 13% faster than those who don't.

We cover all expenses up-front, reducing the financial burden from both employee and employer. We then recover any associated costs as part of the claims process.

The service is just one of the ways in which we help our customers improve their claims experience and manage their cash-flow.

Contacts

Adam Shelverton
EO Rehabilitation Manager
+44 (0)113 290 6321
Adam.Shelverton@uk.qbe.com

Ian Chiswell
Rehabilitation Consultant
+44 (0)1245 272 498
Ian.Chiswell@uk.qbe.com

Pinar Karabulut
Rehabilitation Consultant
+44 (0)124 534 3204
Pinar.Karabulut@uk.qbe.com

Lara Broadwell
Rehabilitation Consultant
+44 (0)113 290 6289
Lara.Broadwell@uk.qbe.com

*Customers that have renewed or acquired a policy on or after the 01.10.19

**The injured party must continue to receive rehabilitation services for the entire period for reimbursement to take place.

QBE European Operations

Plantation Place 30 Fenchurch Street
London EC3M 3BD
tel +44 (0)20 7105 4000
QBEurope.com

