What to do if you need to make a financial lines claim



Introduction

QBE is proud to be a market leader in insurance solutions for businesses operating in the financial and professional services space. We provide those businesses with a specialist multi-function claims service designed to meet their needs and expectations.

We always look for ways to resolve claims promptly and fairly, so that you can get back to focusing on your business. One of our key priorities is ensuring clear and consistent communication throughout the process.

Reporting a claim

Please ensure the prompt reporting notification of claims via your broker.

What information do you need to provide?

Report a claim to QBE as soon as possible.

- Background of claim circumstances
- Details of any contractual chain
- Initial view on quantum & liability
- Any other parties that may have an involvement

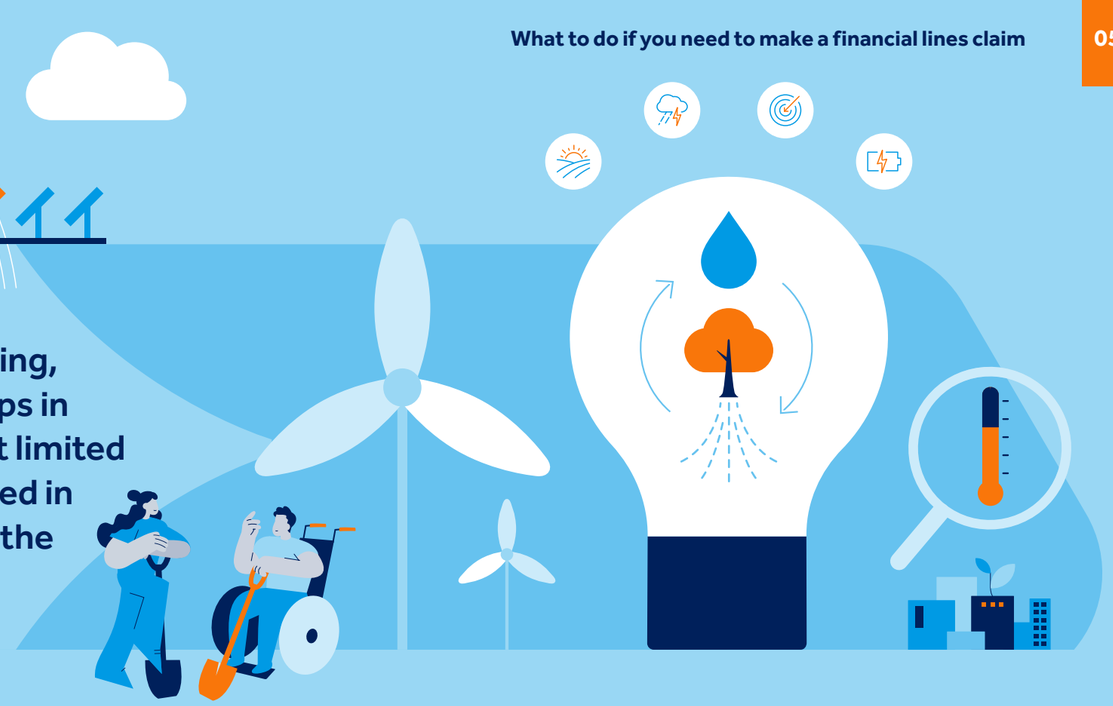
Method	Details
Email via broker if a company claim	**mrdprofessionalclaims@uk.qbe.com**
Set up via ECF if a Lloyds Claim	

What happens next?

When a claim arises, we aim to give you constant reassurance and practical proof that you're in the best possible hands.

- Open and honest conversations between the right people within your organisation and ours are key to working collaboratively when a claim arises. We like to communicate face to face whenever we can.
- Our first priority whenever a claim arises is to respond proactively to protect your interests.
- Where we agree it's necessary and appropriate, we'll defend you all the way.
- A dedicated Financial & Specialty Markets claims adjuster will be appointed to your claim at the earliest opportunity, along with appropriate specialists. They'll work with you to bring the claim to the best possible conclusion.
- We'll act fast to protect your business, your people, and your brand and reputation. We understand the right questions to ask when a claim has been made, helping us cut to the chase and act fast to give you the help you need.
- We'll keep you fully updated on the progress of your claim, and you'll have direct access to your claims adjuster or other key points of contact at all times.
- If there are any policy issues, we will seek to identify and resolve this as soon as possible.
- We'll work closely with you to agree next steps and make you aware of any change in strategy at the earliest possible time.

Working for a better world



At QBE, we believe in seeking, securing, and nurturing sustainable partnerships in everything we do. And that focus is not limited to commercial concerns. It's also reflected in how we invest our premiums and support the communities in which we operate.



Premiums4Good

Like all insurers, QBE invests customers' premiums until they're needed to pay claims.

Not afraid to do things a little differently, our ground-breaking initiative, Premiums4Good, diverts a portion of our customer's premium to impact investments that deliver an environmental or social impact or return.

These investments make a real and sustainable difference to communities around the world, benefiting causes such as reducing homelessness, renewable energy, improving chances for foster children and agricultural productivity. Our customers have embraced this approach.

For more information about Premiums4Good, please visit: **qbe.com/premiums4good**

QBE Foundation

We want to help find solutions to the problems of tomorrow, but we also want to tackle those the world is facing today. That's why we established the QBE Foundation to direct our charitable efforts to the most pressing issues.

Through the Foundation, we want to establish long-term partnerships, supported by education and awareness around risks, to improve the resilience and preparedness of our communities so they are better equipped to protect themselves.

We want to help create strong, resilient, and inclusive communities, by focusing investment and efforts on two key areas where we believe we can have the greatest impact: climate resilience and inclusion.

Since launching the QBE Foundation in 2011, alongside our employees, QBE in Europe has donated more than £10 million to worthy causes.

Premiums4Good™

QBE Foundation

QBE European Operations
30 Fenchurch Street
London EC3M 3BD
United Kingdom
+44 (0) 20 7105 4000

QBEeurope.com

QBE European Operations is a trading name of QBE UK Limited, QBE Underwriting Limited and QBE Europe SA/NV. QBE UK Limited and QBE Underwriting Limited are both authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. QBE Europe SA/NV is authorised by the National Bank of Belgium under licence number 3093.

1215454/2606/UK