

# Property claims proposition



## Our claims commitment to you

**The primary purpose of commercial property insurance is to provide businesses with a safety net against unexpected events that cause loss or damage to physical property.**

**When you buy an insurance policy, you're buying a promise to pay. At QBE, we take that promise seriously.**

We look to settle claims fairly and promptly. We have an excellent record for paying claims. As one of the world's leading insurers and reinsurers, we have the financial strength and security to deliver on the promises we make.

We're committed to giving you and your broker the support you need throughout the claims process.

Our customers tell us that the most important aspects of a claims service are:

- **Ease of making contact** – we have a dedicated property claims team including a 24/7, emergency claims telephone service for those instances where an urgent response is required.
- **Timely communication** – we provide clarity on what we need from you and quickly confirm the next steps, so you are always fully informed at every stage.
- **Speed of settlement** – we are pragmatic in our approach to claims management and will make prompt payments once a settlement has been agreed.

## Expertise makes the difference

We see everything from the most straightforward to the most complex of claims. So, whatever happens, you'll find we have the experience and the expertise you need. Whether it is physical damage, theft or loss of revenue from an insured event, our dedicated property claims team will help make the process as simple as possible.

Our deep understanding of claims enables us to connect you with the right expertise and the right resources at the right time. That means your claim will always be handled by the best person for the job (or the best combination of people).

We empower our claims handlers to move fast and make decisions when they're needed. To make sure you always have the full support you need, we'll bring in outside experts where necessary. We carefully select and monitor all our partners, making sure they match the same high service standards we deliver. We work exclusively with market-leading firms who share our values and commitment to outstanding customer service.

## Seeing you through a major loss

Let's hope it never happens. But, if it does, you'll be glad you have QBE's dedicated major loss team on your side. You can rely on our experienced team for technical expertise, continuity of service, and timely communication, every step of the way. Our main priority is getting you back on track as fast as possible after you've suffered a loss.

Our major loss team is here to support you and your broker in dealing effectively with even the most complex of claims.

Effective communication and decision-making are crucial in the early hours after a major loss. As soon as we've received notification, we'll assign a dedicated claims handler to address your immediate needs and appoint external experts such as a specialist loss adjuster to support you.

We take a project-managed approach to handling large losses, working with you to agree and implement a strategic recovery plan; focussed on helping you to minimise the impact to your business including making interim financial support to assist with cash flow.

Over the ensuing period, your dedicated specialist claims handler will continually review the situation, making sure we're giving you the support you need and helping to minimise the long-term impact on you, your people, and your customers.

We can also work with you to carry out a post-loss review. This will help capture all relevant risk management lessons, minimising the chances of anything similar happening in future.

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### Build Back Better

Unexpected events that damage or destroy physical property will require repair and/or rebuilding. In such circumstances, insurers have an important role in enabling the repair and/or rebuild of such property – but traditional materials, components and processes used to remedy damage all carry an associated greenhouse gases footprint.

Insurers play a crucial role in sustainability and QBE, in conjunction with our claims management partner Sedgwick, have collaborated on ways to reduce the carbon impact of commercial property insurance repairs through an award-winning 'Build Back Better' initiative.

We have introduced four key sustainable initiatives into commercial property claims handling:

- **Flood resilience** – providing free surveys and advice to customers and helping design a flood resilience strategy to eliminate or reduce future flood losses for buildings, contents and stock.
- **Loss mitigation** – a resilience service minimises stripping out of damaged materials, and remotely monitored drying reduces drying times and site visits.
- **Repurposing** – re-using damaged contents, such as office furniture, IT equipment, machinery and general materials, to reduce landfill and promote sustainability.
- **Low carbon specification** – specifying new, low-carbon products in reinstatement – wool insulation, recycled paint, low-carbon concrete and recycled steel.

Our customers now have an option to opt-in to use sustainable low-cost or cost-neutral solutions where possible when making a property insurance claim. In doing so, you'll benefit from:

- **Doing the right thing** – measuring and reducing our carbon footprint helps to progress towards the UK Government net zero target.
- **Managing community expectations** – organisations often have expectations of their suppliers and partners to demonstrate that they are acting on sustainability.
- **Meeting procurement requirements** – many new business tenders are now including requirements to commit to measure and reduce carbon emissions.

For more information, please visit [qbееurope.com/claims/](https://qbееurope.com/claims/)

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