



Rather than delivering a standardised claims solution across all lines of business and client requirements, we approach each client relationship as a partnership. We understand the importance of providing a bilingual legal and claims expertise, in a way - and at a cost - that delivers the results you need and want.

DWF Claims Canada is part of the DWF Claims global footprint, working with both Lloyds (UK-based) syndicates, as well as domestic insurers and specialising in the management and administration of all classes of commercial lines claims. We have particular expertise in matters concerning Professional Indemnity, General Liability, Healthcare, Legal Expenses, Motor and Property insurance.

What we do

We understand that claims management protocols need to be adjusted to work with the underlying risk and varying legal, social and political environments of different jurisdictions. Our national, fully bilingual service supports insurer clients with claims across the country and provinces, and in both of Canada's official languages.

Our approach to managing claims is centred around ensuring each client can choose a way of working that suits them. Our handling approach, reserving philosophy, data reporting & pricing are all bespoke to each client's needs.

Understanding the importance of commercial experience

Our commitment to delivering the most relevant, effective claims service is grounded in the commercial experience of our staff. The majority of our claims handlers are from an insurance market background, having previously worked in brokerages, cover holders or insurance companies and syndicates. We are therefore able to offer niche understanding of areas such as Professional Indemnity, General Liability, Property, Directors & Officers/Management Liability, Legal Expenses, Healthcare and Hub/FNOL/Bordereaux management, drawing in other experts, from across DWF where necessary.

Our claims management technology

DWF is recognised as one of the most innovative professional services entities operating across the globe today. As part of our commitment to innovation and best practice, we have developed our own, proprietary claims management system, called 'Claimsview'.

Claimsview enables us to help underwriters to monitor their exposure, not only in terms of reserves and payments on a claim by claim basis, but also the performance of the classes of business for underwriting purposes.

Using Claimsview, underwriters can access reports and statistics on individual claims or entire portfolios, as well as several years of accounts. In addition, a client dashboard (available on the secure client extranet) provides instant graphical analysis on losses, according to statistics such as location and loss code.

Underwriters can use this to investigate varying data sets, such as year of account or period. They can also access a full electronic file (incorporating incoming and outgoing correspondence, internal referrals and all policy documentation) as well as using Claimsview to produce in-depth 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.

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 apart.

Why DWF Claims Canada?

- We are one of the few TPA firms in Canada that is fully licenced across all provinces
- We offer a fully bilingual service - ensuring that all and any claims in Canada (including Quebec) can be managed under one roof.
- Best of both worlds - all offices have their own management team and back-office functions - such as accounting and compliance, managed centrally. This gives an autonomy that ensures the best results for locally-based clients. In global

matters, however, we draw on DWF's global resources to maximise knowledge and draw in cross-border expertise, as needed.

- Our fee structure is dependent on the services, line of business and location. We strive to ensure a fee structure that is mutually beneficial to DWF Claims and to our clients so that we are incentivised to add value and mitigate claims costs and legal services included in one contract. We are also keen to link KPI and service level performance to fee structure.

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