

Property & Casualty

DWF Claims Management & Adjusting has a long-standing reputation for being one of the most experienced teams supporting insurers with Property, Employers Liability, Public Liability and Products Liability claims.

We have a dedicated team of claims handlers, who deal with first party property claims from notification to settlement.

What we do

We assist insurers on claims relevant to SME's through to large multinational corporations, but also have a great deal of experience in the care home sector, retail sector, as well as restaurants and food safety sector. In addition, our handlers have a vast amount of experience of Animals Act claims, claims stemming from motorsport and other sports, and product liability claims as several handlers were actively involved in the 'Bacardi decision'.

We understand the risk that incidents resulting in injury bring - whether for members of the public, employees, customers, visitors or sub-contractors. Whether challenging exaggerated, fraudulent or fabricated claims, or simply working to reduce costs or the impact to your reputation, we understand the importance of having an experienced, practical, expert team by your side.

Our approach

Our claims ethos is to investigate the right claims from the desktop and instruct an adjuster when necessary, and to work with our insurer clients in partnership to reduce the total cost of claims.

We can attend claims review meetings with Insurers and Insureds via video conference or in person, on a monthly or quarterly basis should this be required. We hold claims defensibility seminars with managers within the Insured's business, informing them of their legal requirements relating to Health and Safety and to explain how to reduce the Insured's claims exposure. We review their own claims experience, and explain whether/how claims could have been avoided in the first instance.

We assist with HSE/EHO investigations on major incidents, and can instruct lawyers to provide representation on an urgent basis. Our senior members of the team assist insureds when a major incident occurs, and can assist with media issues, rehabilitation and the liability investigation.

We not only assist by having a strong experienced team of claims handlers, but in additional services such as risk analysis and hot

spot analysis. We use MI and data analytics to assist our insurer clients with information regarding the underwriting risk.

Our claims management technology

DWF is recognised as one of the most innovative law firms 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 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.

Clients 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 apart.

Why DWF Claims

- We are the only commercial SME Third Party Administrator with a global footprint in all the major international insurance hubs
- Each claims handler either has a minimum of 10 years' experience or is legally qualified
- Dedicated handlers for insureds to ensure continuity and to build a relationship
- Handlers come from a legal, insurance, adjusting or broking backgrounds
- Dedicated disease handler based in Birmingham, with over 20 years experience of defending disease claims
- Dedicated team of property handlers who deal with cases from notification to settlement
- Our claims handlers use our bespoke, state of the art Claimsview software, guaranteeing Lloyd's and FCA compliance. It also enables us to provide real-time access to the entire claims history and tailored MI.

Contacts



Lisa Heathcote

Head of UK GL

T +44 117 428 9557

M +44 7920 756820

E lisa.heathcote@dwfclaims.com

Global Claims locations

