



Claims

Whilst it is not always the only reason for buying insurance, the payment of claims lies at the centre of any insurance contract. Insurance buyers must be satisfied that in the unfortunate event of a loss, the claims will be paid quickly and with the minimum of disruption to clients.

This is a specialist department within Willis Marine which deals with claims relating to the interests of Hull & Machinery, Marine Liability and Protection & Indemnity.

Features

Some of the key features we provide include:

- All clients are assigned a dedicated claims handler who will handle all matters following notification of a claim.
- A team of 13 full time claims handlers manage claims from the London office and are supported by a back-up technical team.
- As well as providing the traditional services expected of a Claims Department, the Department also offers the benefits of an experienced Claims Adjuster whose work is greatly appreciated by existing clients.
- Rare for a Lloyd's Broker, the department has 2 specialist and dedicated P&I Claims Brokers, one of whom is a qualified lawyer.
- There is a wealth of experience within the department unmatched by any of its competitors. This is coupled with a deeply ingrained culture of service to Willis' clients in which great pride is taken.

Benefits of these features

As well as offering a flexible and bespoke claims service to their clients, by means of assigning each client an individual claims handler, the sheer size and number of Willis' Marine accounts means that rarely does a claim event occur which has not been encountered by the department before. The department is uniquely well positioned to ensure the quick and efficient resolution of all claims related problems.