

# Construction Services

# Willis

## Willis Advantages – Construction Claims

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The ultimate test of a risk management program is not its cost but its value. Does it address the ever-changing loss exposures that are one of the distinguishing aspects of the construction industry? Does it reduce overall cost of risk? Does it deliver as expected at the most crucial risk management moment of all – when a loss occurs and a claim is made? As part of our comprehensive risk management approach, Willis offers a construction claims management team that helps ensure the claims process works as efficiently as possible. This is a crucial step not only in your risk management program, but in helping your organization achieve a sustainable competitive advantage.



### What Willis Can Do for You

- We provide professional claims services through a staff that knows the construction industry, has strong core claims handling skills and is driven to provide a superior level of service.
- Our Client Advocate<sup>SM</sup> model extends to our claims process and claims advocacy is one of our most critical skills. While successful recovery from a loss can have a major impact on a company's present and future cash flow as well as its stock price and value, a problematic recovery can not only hinder the growth of a company, but can threaten its very existence. We work with all the members of your team to provide claims services and advocacy that will help achieve an outcome that positively impacts your overall cost of risk.
- Our clients work with local claims experts who are supported by national and international resources. This allows for increased information exchange, greater consistency, and a proactive approach to longstanding and emerging issues and trends faced by our contractor clients.
- We see our claims management services as a significant differentiator for you in the marketplace.

- Willis provides continuous evaluation of our clients' third-party claims service providers. Our clients also receive an objective presentation of the impact of our own claims services. We utilize metrics to benchmark claims performance to national averages and peer groups.

### The Willis Claims Team

Our claims and safety management teams work together to provide local and national resources and industry-leading training capabilities. Training is provided through annual construction risk management conferences, peer group forums, individual training seminars and informative publications.

Construction claims services are provided to you on a local basis by one of our Claims Advocates. Our Advocates are connected to a network of claims professionals located in key areas around the country. In addition, claims resource centers in Nashville and Phoenix provide further claims expertise on a nationwide basis. Through our Client Advocate model, you have direct access to local, national and global resources so that your organization benefits from the breadth and depth of Willis knowledge, experience, creativity and services around the world. We call this *Glocal* service – global resources, delivered locally – a hallmark of our One Flag service culture.

### Contact

For more information on Willis Construction Claims and Risk Management Services, contact your local Willis Client Advocate or Paul Primavera of the Construction National Practice at 410 527 7240, [paul.primavera@willis.com](mailto:paul.primavera@willis.com).