



Berkley  
Specialty London  
| a Berkley Company

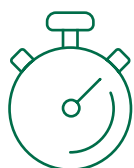
# COMMITTED TO CLAIMS EXCELLENCE



# OUR COMMITMENT

**We excel in efficient, accurate, and timely claims assessment.**

Our unparalleled service enables us to cultivate strong and transparent relationships with our clients, coverholders, brokers and intermediaries. Our continual enhancement of systems, processes and knowledge solidifies our position at the forefront of the market.



**Our response times are in the top quartile amongst our peers**



**We systematically review all open claims to ensure matters are settled as quickly as possible**



**Our end-to-end transaction times are enhanced through positive broker engagement**





## CLAIMS EXCELLENCE

- We manage claims with efficiency and discipline
- Customers trust us to deliver on promises made
- We are high performing against market peers in delivering a timely service
- We ensure our oversight of claims is professional and precise
- We collaborate with brokers and underwriters in the attraction and retention of business

We are here to help and support individuals and organisations who have suffered a loss. We believe in providing a professional claims service. Wherever called for, we will go the extra mile to deliver our service.

**ELLIOTT GOSS,  
CHIEF CLAIMS OFFICER**

# WE TAKE THE TIME TO UNDERSTAND YOUR BUSINESS

Understanding our clients' needs is central to our commitment to excellence. Our claims and underwriting teams work together with clients and agents to gain a detailed insight into requirements.



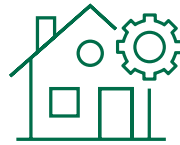


## OUR CLASSES OF BUSINESS

As businesses evolve so do the risks involved, and our intuitive solutions cater to these particular challenges and liabilities. As recognised leaders in our chosen classes, we offer you products that are dependable, innovative and future-focused.



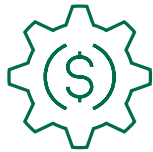
COMMERCIAL  
PROPERTY



PROPERTY  
PROGRAMMES



ENGINEERING &  
CONSTRUCTION



MANAGEMENT  
LIABILITY



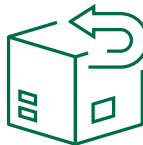
FINANCIAL  
INSTITUTIONS



CYBER AND  
TECHNOLOGY



PROFESSIONAL  
INDEMNITY



PRODUCT  
RECALL



TRANSACTIONAL  
LIABILITY

# WE DELIVER A SUPERIOR SERVICE

Our goals and philosophy are further strengthened by a talented, high-calibre team, who aim to deliver the superior claims service our clients deserve. Our unparalleled service enables us to cultivate strong relationships with all stakeholders.

Our experienced claims team comprises both qualified legal and insurance professionals, who are renowned for their expertise and proactive, pragmatic approach to claims resolution.



## COMMITTED TO CLAIMS EXCELLENCE

Providing fair and appropriate claims outcomes, all with customers' best interests at the heart of each decision.

We strive to deliver efficient decision making, fair responses for our brokers, coverholders and their clients, and a commitment to the highest levels of professional service.



# CLAIMS TEAM CONTACT SHEET

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## THE BERKLEY SPECIALTY LONDON CLAIMS PHILOSOPHY

Berkley Specialty London is committed to providing a standard of service which encompasses our vision to deliver fair and appropriate claims outcomes, whilst at all times paying due regard to the best interests of our customers. We endeavour to provide an efficient, accurate, and timely assessment of claims and we strive to ensure that our systems, processes, and knowledge are continuously reviewed and developed to fulfil this. In furtherance of our commitment to deliver on this standard of service, our relationships with our customers, coverholders, brokers, and intermediaries are paramount.