



Berkley
Specialty London
| a Berkley Company

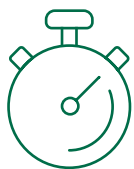
COMMITTED TO CLAIMS EXCELLENCE



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

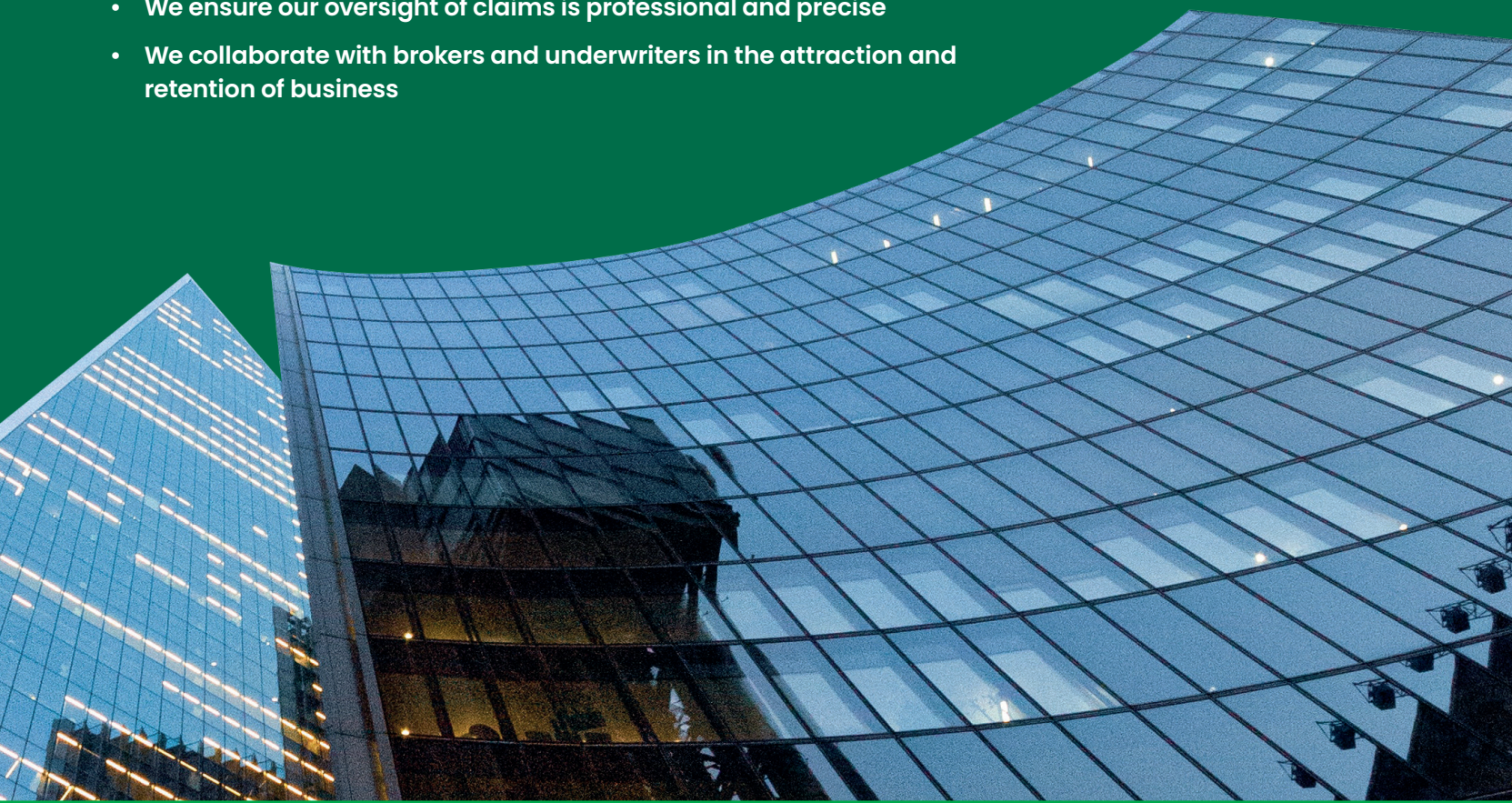


Our end-to-end transaction times are enhanced through positive broker engagement



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.

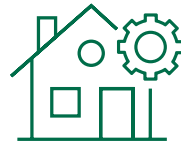


OUR CLASSES OF BUSINESS

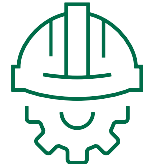
As businesses evolve so do the risks involved, and our intuitive solutions cater to these particular challenges and liabilities. As recognised leaders in our chosen classes, we offer you products that are dependable, innovative and future-focused.



COMMERCIAL
PROPERTY



PROPERTY
PROGRAMMES



ENGINEERING &
CONSTRUCTION



MANAGEMENT
LIABILITY



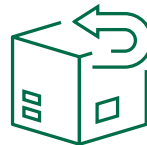
FINANCIAL
INSTITUTIONS



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.





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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.