



Claims  
Management  
Services



## Managing claims in partnership with you

### Key Benefits

- Experienced claims professionals
- Local expertise, international reach
- Product specialists
- Proactive and adaptive approach
- Advanced cloud based technology for efficient handling, bespoke reports and 24/7 access
- Meaningful communication
- Genuine assistance
- Key standards of services, including 24 hour acknowledgments and payment of accepted claims within 7 days
- History of successful outcomes
- Reserving philosophy and approach mirror your standards

Whether it is true or not, all insurance companies say that they deliver when it matters. They say they have and policyholders should expect: experienced claims professionals to deal with their claims; the financial security and ability to pay claims fast; and support delivered with integrity in a fair and efficient way.

At Nexus we enable our experienced claims team to deliver the service you and your clients expect as a minimum. However, we don't just want to meet expectations, we can do better than that.

Our claims services are not an afterthought and are not a mix of marketing buzzwords and hollow jargon that ultimately fails you and the client. We aim to provide meaningful, local expertise when it is needed most with a bespoke, proactive approach specifically designed for Specialty insurance products, protecting you and your reputation.

The truth is that no two policyholders are the same and no two claims are either, so why should the approach be? We work with our resources and ingenuity to adapt our approach to deliver the right result, not just the right words.

“We aim to provide innovative and best in class specialty claims services every time”

**Adam Kembrooke**  
Managing Director - Nexus Claims



### Nexus Claims

We offer complete claims service for the Lloyd's and insurance company market including:

- Dedicated Claims Underwriters
- Utilisation of a panel of carefully selected lawyers by location and specialism at discounted rates
- Access to a leading range of "value added services" including Collateral Warranty Checking Service, free legal advisory helpline, risk management, reputational defence advisors and more for your clients

- Competitive pricing and flexible structures
- Stand-alone service for claims only or combined with underwriting services as a complete "Virtual Insurer" proposition.

### Protecting Reputations

- The commercial world is not always about right and wrong
- It's about reputations and relationships
- Decisions impact on your reputation
- We make the right decisions for the right reasons

### Tailored Solutions

- Adapt to any situation
- Manage claims not just process them
- Advice and guidance from first notice to final resolution
- Full turnkey solution

### Flexible Pricing Structures

- Flexible on your approach to cost spend and expenditure
- Fixed or open structure
- Options based on files, hourly rates or premium
- Incentive based remuneration available

### Local Expertise

- All claims managed by local claims professionals
- Product specialists
- Add real value in difficult times

- Carefully selected panels of local and international lawyers, loss adjusters and other experts at negotiated rates
- Added-value services to you and your customers

### Proactive Approach

- More than just an acknowledgement of a claim or circumstance and watching brief
- Advice and action to protect you and the policyholder
- Resolve issues quickly in the best possible way
- Efficient approach that expedites closure of claims



#### Real Communication

- Transparent and straightforward
- No red-tape attitude
- Open door policy
- Commitment to integrity
- Full IT access 24/7

#### Independent

- Stand-alone claims entity
- Claims-only reporting lines
- Physical separation from underwriting
- Segregated trust accounts for all clients

#### Turnkey

- Up to £1 million authority
- Cradle to grave service
- Recovery / subrogation
- Reinsurance and Run-off services available

#### Cloud-based IT

- Available 24/7 by remote login
- Multi-platform, access on PC, iPad etc.
- Full audit trail, non editable
- Key aspects include paperless document repository, financial recording, payment processing and workflow management

#### Experienced Team

- Mix of lawyers and non-lawyers
- Individual authorities dependent on experience
- Product specialists
- Directly accessible – no call centres

#### Regulatory Compliance

- Fully Insured with £20m of E&O insurance
- Strong internal supervision, e.g. 4-eyes on all payments
- Complete business recovery, data protection and other policies and procedures
- Advanced sanctions control for claimants and payments

#### Reporting MI and SLAs

- Regular bordereaux – weekly, monthly or quarterly
- Key SLAs and KPIs tailored to suit
- Specific requirements catered for, e.g. Italian personal claimant data or solvency II reporting
- Multi-format export available
- Feedback to underwriting for a true value proposition

For further information contact:

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