



Whether it is true or not, all insurance companies say that they deliver when it matters. They say they have, and you should expect: experienced claims professionals to deal with your 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 expect as a minimum. However, we don't just want to meet your 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. 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.

For further information contact:

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nexus



Claims



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Managing Claims in Partnership with you - with authority to settle claims up to £1m

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

Adam Kembrooke
Managing Director - Nexus Claims

Nexus Claims

We offer a complete claims service including:

- Direct access to dedicated Claims Underwriters empowered to make decisions and to make payments
- 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

Key Benefits

- Experienced claims professionals
- Local expertise
- Product specialists
- Proactive and adaptive approach
- Advanced cloud based technology for efficient handling
- Meaningful communication
- Reservation of rights not a standard response
- Genuine assistance
- Key standards of services, including 24 hour acknowledgements and payment of accepted claims within 7 days

Protecting Reputations

- The Commercial world is not always about right and wrong
- It’s about reputations and relationships
- Decisions impact on yours’ and our reputation
- We make the right decisions for the right reasons

Local Expertise

- All claims managed by local claims professionals
- Product specialists
- Carefully selected panels of local and international lawyers, loss adjusters and other experts

Tailored Solutions

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

Real Communication

- Transparent and straightforward
- No red-tape attitude
- Open door policy
- Commitment to integrity

Proactive Approach

- More than just an acknowledgement of a claim or circumstance
- Advice and action to protect you
- Resolve issues quickly in the best possible way