

Construction Claims Bulletin

Construction Claims

'Excellence in all we do'

Construction works claims are handled within our Property Claims technical team, which is managed by Mark Graves, Property & Marine Claims Manager. Construction liability claims are managed by our Liability Claims technical team, headed up by Ian Lester, Casualty and Motor Claims Manager.

Our Claims operation comprises highly experienced claims professionals with wide-ranging market experience and our strategy is focussed on high quality and proactive claims management.

Our Property and Liability Claims teams are jointly discussing construction claims on a daily basis and decision making resides in our office at 25 Fenchurch Avenue, London, without the need to refer to our head office Tokyo. We are proud to be known for paying genuine claims willingly and on time and, on average in the last 3 years, we have processed 70% of indemnity payments within 24 hours of receipt of the adjuster's report recommending payment. We think this significantly differentiates our service proposition. We also constantly monitor our service to ensure we are performing to a market leading level and, in a recent independent survey, 95% of customers rated our service as 'Excellent' or 'Good'.

Indeed, you may well have recently seen a copy of our very own Customer Claims Charter, which we launched earlier this year, detailing the very high levels of service that we aim to provide. If you have not seen our Charter and would like to receive a copy, please do let us know.

What do our customers say about our claims service?

"Best we deal with in the entire market. Speed, flexibility and professionalism. Mitsui Sumitomo at Lloyd's is a pleasure to deal with."

"With most Insurers you need to get the world and his friend involved to make a decision - not so with Mitsui Sumitomo at Lloyd's."



People News

We are very proud to have recently welcomed Jonathan Poole to our business as Claims Director. This is a very positive appointment for us and we are sure that Jonathan will strengthen our overall customer service proposition for our clients.

In addition, there are a couple of exciting developments in Mark's area, with Steve Bishop being promoted to the role of Property Claims Technician at the end of May and Lee Whitfield, an experienced claims adjuster, due to join the team from Chubb at the beginning of July.

Lee is an excellent acquisition for us. He is very familiar with construction related work and we are confident that his skills and experience will add to our strength in depth and expertise in the construction sector.

Technical News

In the claims environment, we regularly come across technical issues arising from situations that haven't necessarily been contemplated previously, or new claims initiatives that could potentially save our clients money.

The CESAR scheme for registering contractors' plant and equipment is one such example, and is very topical at the moment.

If any of our clients would like to discuss this in more detail, or have potential loss scenarios that they would like to discuss with us, please do contact us and we will be glad to help.



And finally ... we've moved desks

At Mitsui Sumitomo at Lloyd's we pride ourselves on the joined up approach of our Underwriting, Claims and Risk Engineering propositions.

We believe that this approach really does make a difference to our clients. In fact, our claims team recently moved floors within 25 Fenchurch Avenue to sit immediately next to our Underwriters and Engineers and we think this is already paying dividends. In the unfortunate situation of a loss occurring, we expect our clients will see the benefits of this even closer working arrangement filtering through to them.

For more information, please contact **Mark Graves on 020 7977 8314 or mgraves@msilm.com**.

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