

10 top tips in case of, and when, making insurance claims

10 minute – whistle stop



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1 - Incident Management

In the event of:

**fire, flood, break-in, potential future
compensation claim – employee/public,
motor incident**

- having an understanding of claim processes enables you and your colleagues to effectively manage and mitigate any impact to your business

1 - Incident Management

First at the scene – roadside/workplace! Passengers

Gather evidence and documentation to establish what happened, who said what

Be ready to ask the right questions

2- Photographs

Use an object to help depict dimensions,
preferably a measure

Take **close-ups**, though progressive distant images

In relevant case, ensure the images allow a 'third party' to visit the scene and easily identify the locus

Diagram in support

3 - Retaining evidence

e.g. Gloves, PPE, tools, trees, brakes,
signage, CCTV, chair, mat

Damaged/defective property. Detailed report on
cause, someone qualified and independent

Engage with 'supplier' on defective products,
retain evidence and correspondence retained

4 – Record retention, how long and where

Where do you store the report, for how long, how easy are they to retrieve, securely 'backed up'?

What would happen should some leave your organisation, restructure, 'C' drive, win the lottery, business closes down?

Claims can be made against your business many years later. In some cases a very **long** time later!!

5 - Key claims contacts

Build a relationship with claim contacts

Loss Adjusters, Motor Engineers, Insurance Claims Team – key contacts, Repairers

Understand roles and responsibilities

6 - Reporting claims to insurers

Provide all relevant documents, explain what you are doing and expect from them

Insurers allocate financial costs against claims, (estimate/reserves), and update
Help them ensure they are accurate

E.G. If you are not making a claim for repairs to your vehicle inform them

7 - Speedy liability decisions

Early decisions on liability can offer considerable insurance claim cost savings

Key decision makers need to be available to help facilitate decisions

8 - Streamlined claims processes

‘Define roles and responsibilities’

Without them you may experience delays and/or uncertainty, which could be costly (in various ways) to your organisation

9 - Claim reviews

Be familiar with your claims record, not just 'department'

Use claims 'MI' along with other DATA to help you undertake effective claims reviews

Keeping claims moving with accurate statuses is highly important for many reasons

My article on SHP Online:

<https://www.shponline.co.uk/47437-2/?cid=searchresult>

10 - Reading material

Register for newsletters

Keep updated from insurer, broker, solicitor, other claim reports/articles relevant to your business

Keep up to date with claim trends, issues, market changes, fraud etc.

Case law - offers valuable insight and guidance on practices

Any questions?

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