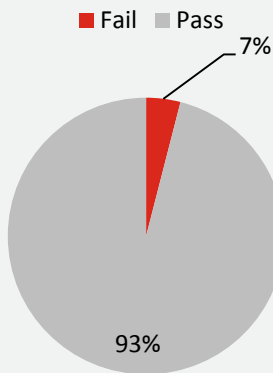


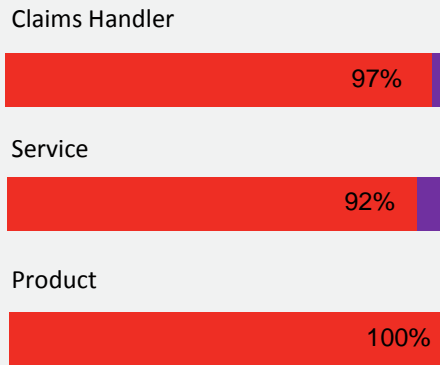


Property claims Quality Audits



Property claims feedback

Key Positive Themes



Spotlight on Weather Events

In recent weeks the UK has experienced adverse weather conditions due to a cold weather front, widely named 'The Beast from the East.'

The week of the event, our UK Property Claims team received a 235% increase in call volumes due the weather conditions causing damage to our customers' homes.

We proactively prepare for these events, so we can provide the best service to our customers when they are in need. By having in-house claims teams, we are able to cross-train our claims underwriters to assist other teams in times of surge.

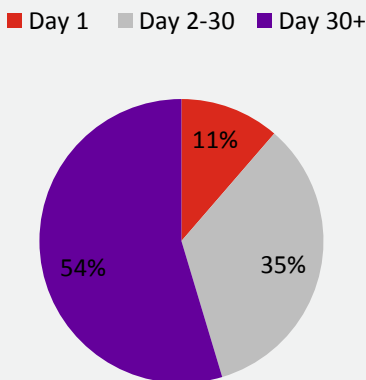
Our in-house Field Claims Team are able to visit our customers at their home, to help quickly agree works required. We also have our expert third party panel of Loss Adjusters and Disaster Management companies who work tirelessly through bad weather events to support Hiscox customers.

Despite the increase in claims volumes, our Property Claims team maintained an outstanding level of service in March 2018.

During the weather event, 80% of calls were answers within 20 seconds. All new claims were dealt with within our Service Level targets .

Month to date, we have settled 26% of Property claims Day 1, demonstrating our proactive approach to helping customers in need.

Property claims settlement speeds



Property claims customer satisfaction

"How satisfied are you with Hiscox's overall claims service?"



CASE STUDIES

Private Client

The Claim

Our insured called us to notify us of a storm claim due to high winds. She had lost a number of roof tiles and her garden furniture has been thrown around the garden by a large gust.

What we did

The customer was very distressed on the call and we took the time to calm her and talk through the claim process. In doing this, we struck up a conversation with her about the trip she had booked to visit Australia, which the insured was very excited about. We quickly validated the claim and appointed the necessary experts to attend to the damage. As a gesture, we sent the customer a travel guide for Perth, wishing her an enjoyable holiday.

What the customer said

“Many thanks for your help and support.”

Media

The Claim

Our insured, a PR company, drafted news articles for one of its clients, a financial intermediary company. The articles the insured prepared included images downloaded from Google. The insured mistakenly believed that it was free to use the images commercially. The insured's former client posted the articles including the copyrighted images on its website and a few months later, received a claim from an image rights library alleging infringement of copyright in the usage of the images without a licence.

What we did

We worked with the insured to prepare responses to the image library and negotiated a sizeable reduction on the amount claimed, securing a full and final settlement of the matter.

What the customer said

“Can I thank you for your guidance, efficiency and authority when it came to this matter. It has been a huge relief having someone of your ability giving sound legal counsel. It's one of the reasons I renewed my business insurances with Hiscox this morning.”

Professional Indemnity

The Claim

The insured writes grant applications on behalf of their clients. They were commissioned to prepare a grant application for the claimant, a FinTech company. The grant that they were applying for totaled €2,000,000. The grant was not submitted in time. The claimant alleged that this was due to the insured's mismanagement of time and lack of sufficient resources. The claimant intimated that their loss as a result was £500,000. It was at this point the insured notified Hiscox of the claim.

What we did

The insured advised Hiscox that it was possible that they were partly liable for the grant application not being submitted in time. We assisted the insured in resetting the claimant's expectations, whilst also preventing the matter escalating. We made an offer of £28,000 based on the claimant's dissatisfaction with the insured's work, as opposed to being compensated for the missed opportunity to secure funding through a grant. We were ready to prove that this was an extremely competitive round of funding. The offer was accepted.

What the customer said

“We are pleased to say the it has been resolved and I wanted to say thank you very much for all the support, prompt action and time you gave. This was a significant issue for the directors at (Insured) and we are all very pleased with the outcome. We are looking forward to remaining clients of Hiscox under our rolling insured contract and, while I hope that we will not need your services again, we know we are in good hands should that need arise.”

Public Liability

The Claim

The claimant alleged that she slipped on a wet floor at the insured's premises. She intimated a claim for a soft tissue injury to her lower back and anxiety.

What we did

Liability was denied as there was no record of the fall and the claimant only informed the insured of the alleged slip weeks after the event. The claimant issued court proceedings and we formally pleaded fundamental dishonesty in the defence. The claim was defended to trial where the judge found in favour of our insured. The claim was dismissed and our robust stance should act as a deterrent for other suspicious claimants.