CLAIMS TODAY

APRIL 2018

Property claims Quality Audits

■ Fail ■ Pass

6%

94%
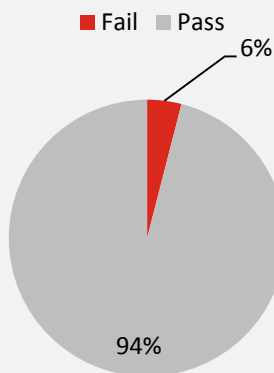
Property claims settlement speeds

■ Day 1 ■ Day 2-30 ■ Day 30+

19%

34%

47%
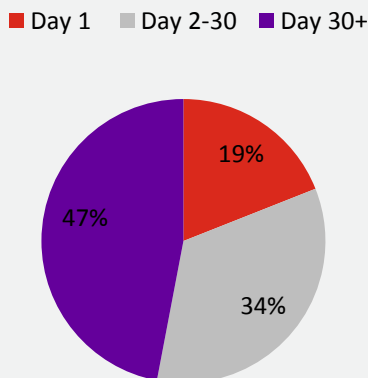
Property claims feedback

Net Promoter Score

606

86

Property claims customer satisfaction

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

606

97%

Spotlight on Cyber Claims

It has been a busy start to the year with cyber claims. We have seen a dramatic increase in claims volumes – up by more than 130% compared to this time last year.

Ransomware continues to drive this volume. However, some of the recent claims we have seen as well as wider industry reporting suggests that hackers are turning to a new form of cyber crime – cryptojacking.

Cryptojacking involves hackers installing 'mining' software on an insured's system. This will sit in the background and use spare processing resource within the victim's machine or office server environment, and quietly mine cryptocurrency for the hacker.

In March we were delighted to win the Response to a Major Claims award at the CIR Commercial Insurance Awards, for our handling of a large cyber breach in 2017. The case in questions involved hackers accessing the personal records of 44,000 individuals. The claim involved the coordination of a team of IT forensic experts, lawyers, cyber security consultants, credit monitoring agencies and PR consultants.

This case really brought home the importance of getting the right response team in place before cyber breaches occur, not afterwards.

CASE STUDIES

Private Client

The Claim
Our insured called to advise that her husband was unwell and unfortunately his catheter bag had split in the night, causing damage to the bedding and mattress. The insured mentioned on the phone that is was her 23rd wedding anniversary, and said sadly she was unlikely to get her anniversary flowers as her husband could not leave the home.

What we did
We reassured our customer that cover would engage for the damage and asked her to obtain costs for the current like for like replacements. In addition we arranged for a hamper to be sent to our insureds to celebrate their anniversary once the catheter bag was replaced and the claim concluded.

What the customer said
"Being able to quickly speak to an informed and helpful person who listened and acted upon the information given… The stress of the situation was greatly reduced by being understood, believed and not having to fight my corner. Thank you Hiscox."

Motor

The Claim
Our insured's broker called to notify us of a new claim. The customer was at the roadside and needed to be recovered.

What we did
We immediately instructed recovery services to collect the customer, take him to his onward destination and recover the vehicle to a place of safe storage. We called the recovery agents every half an hour for their current location and proceeded to update the broker, so he could discuss with the insured. We maintained strong communication with the broker throughout the claim journey, to ensure settlement as quickly as possible.

What the customer said
"I'm really quite humbled at how well I've been looked after. I have been telling all of my circle of friends – that have similar cars to me – about it all, and I think yourselves could potentially get quite a bit more business through this whole sorry saga. So hopefully there might be a small silver lining somewhere along the lines."

Commercial

The Claim
The insured notified us of damage to their commercial property, which they used as a hotel, wedding and conference facility. Freezing conditions had caused three burst pipes, leading to damage to many of the function areas including the commercial kitchen area. Pre-booked events where shortly due to take place at the property.

What we did
We appointed our Major Complex Loss team to attend the site the next day. We were able to confirm cover within 36 hours of the notification, and issued a substantial interim funding to purchase materials and secure contractors. The contractors worked tirelessly to complete the required repairs, allowing the pre-booked events to proceed in under two weeks following the incident. No events needed to be cancelled, which protected an income of over £70k and the reputation of the business.

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Professional Indemnity

The Claim
The insured is a software developer. It was working on a project with a customer to develop a website. The project suffered a series of delays and once the website went live, the customer claimed that it contained a large number of defects. The customer claimed that the delays and defects were all the fault of the insured, and that it had suffered losses of hundreds of thousands of pounds as a result.

What we did
We worked with the insured to analyse the claim made, concluding that while there had been delays these were not entirely the insured's fault. There were some issues with the performance of the website, but these were not as serious as the claimant was suggesting. Our insured did agree that it needed to accept some liability though. We moved to settle the case quickly, resolving it for a small fraction of the sum the claimant had demanded.

What the customer said
"It has been a real eye opener of a case and quite unbelievable at times but I have to say that you've been a huge help to us and really have taken the burden away. Your help has been invaluable so thank you very much for all of your input in getting the matter resolved."