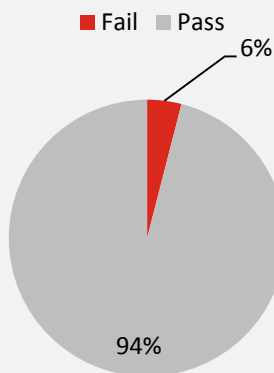
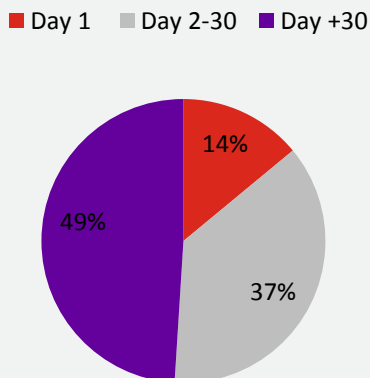




Property claims Quality Audits



Property claims settlement speeds



Property claims feedback Customer Satisfaction

Property Claims



Net Promotor Score

"How likely are you to recommend Hiscox?"

Commercial



Spotlight on Subsidence Claims

The last subsidence surge was in 2006, and after enduring the 'Beast from the East' we never envisaged an uplift in subsidence claims this year. However, the unprecedented dry and warm weather means we are now at high risk of seeing a notable uplift of new losses.

Being there for our customers when the worst happens is at the heart of our Hiscox service. Therefore we have proactively reviewed our readiness for a surge in subsidence claims.

We have worked with our third party suppliers to ensure we are confident they have qualified subsidence experts on hand to manage our subsidence claims. Alongside this, we have agreements with approved contractors to carry out temporary work in the case of emergency.

To ensure our claims underwriters can provide the right level of expertise, we have delivered refresher training to all the Property Claims team.

The volume of claims received will be highly dependent on the weather over the coming weeks, but be assured we are alive to the risk and prepared accordingly.

CASE STUDIES

Private Client

The Claim

Our insured had a bad fall and had to be taken to Accident & Emergency to tend to her fingers. Unfortunately her fingers were so swollen that both her rings had to be cut off to allow for treatment. The broker called to notify us of the claim, and told us that our customer had had to return to the hospital to have her fingers re-broken as they had been set incorrectly.

What we did

We asked the broker if it would be suitable to send our customer something to show our sympathy with the awful situation. The broker agreed this would be a lovely gesture and gave us the address the customer would be residing at whilst she recovered. We sent the insured a Fortnum and Mason hamper to wish her a speedy recovery.

What the broker said

“She (the customer) was so touched and thrilled to receive the hamper. She has never had anything like that and was very thankful. Her daughter and granddaughter were there and she could not believe it when the doorbell rang and she was given the gift. Thank you for being so thoughtful, I am sure this has cheered her up immensely.”

Private Client

The Claim

Subsidence claims do not generally have the same degree of urgency as a fire or large water claim. However, the extreme warm and dry conditions experienced this summer resulted in the need for emergency action on a recent subsidence claim. The insured woke on Sunday morning to find notable cracking around their back door, along with distortion to the back wall. There had not been any impact, therefore the customer contacted our out of hours team for assistance as they were concerned about the wall collapsing.

What we did

We provided immediate guidance and reassurance to the customer and our adjuster visited the home the following day. They quickly confirmed the damage was due to subsidence. We arranged for temporary shoring to be introduced immediately to stabilise the property and prevent any accidents or injuries occurring. Due to the level of damage it is necessary to reconstruct the wall and investigations have been fast tracked to assist with the design. The customer is pleased and relieved with the swift actions taken to keep them and their home safe.

Professional Indemnity

The Claim

The insured is a firm of interior designers. It faced a claim from a customer when a set of bespoke chairs, which the insured’s contractor sourced and manufactured, failed to meet the customer’s project brief.

What we did

Hiscox worked closely with the insured in order to consider the liability position. We provided the insured with an indemnity to allow them to meet the costs of having a brand new set of bespoke chairs sourced and manufactured, in line with the customer’s expectations.

What the broker said

“Thank you very much and another example of the excellent claims handling provided by Hiscox. I will seek guidance from my client and will make absolutely certain that they change their operating procedures to prevent a similar claim from occurring again.”

Public Liability

The Claim

The insured is a cleaning company that provided an oven cleaning service to a customer. The insured’s customer complained that the cleaning service led to a fault in the cooker and sought the cost of a repair from our insured.

What we did

We assisted the insured in maintain a position where liability was denied but a small goodwill gesture was offered in order to resolve the matter. We assisted in the drafting of a settlement offer and ensuring the matter was quickly resolved.

What the customer said

“I appreciate you taking the time to review the outcome of this case as I am certain you manage hundreds. Perhaps it would not have been so straight forward had we not had your expertise to hand. I am very impressed with the service offered by you and so glad we chose Hiscox as our business insurer.”