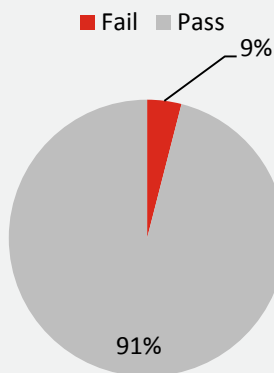


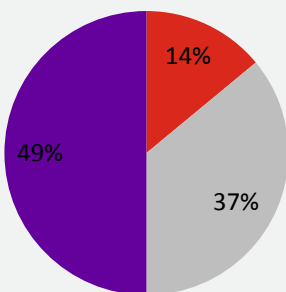


Property claims Quality Audits



Property claims settlement speeds

■ Day 1 ■ Day 2-30 ■ Day +30



Property claims feedback Customer Satisfaction

Commercial



Net Promotor Score

"How likely are you to recommend Hiscox?"

Commercial



Spotlight on Escape of Water Technical Training

Over the past few years, the insurance market has noted a considerable rise in the frequency and average cost of Escape of Water (EoW) claims.

We know how disruptive a leak can be for our customers, therefore it is important we fully understand how to fix the problem and allow our customers to return to normal home life as soon as possible.

To ensure we manage these claims expertly and efficiently, Hiscox have focused on further developing our internal claims underwriters knowledge of EoW. One particular area we have provided training on is the impact of different kitchen and bathroom constructions. Different constructions require different approaches, both for how best to trace the source of the leak and the most suitable drying method.

We work very closely with our Disaster Management Company (DMC) panel, who assist us in a large proportion of EoW claims. We were recently visited by Revival (a panel DMC) who provided an insight into the equipment they use, such as moisture meters, endoscopic cameras and thermal imaging.

With our robust technical knowledge, a human understanding and third party expertise, we will continue to ensure EoW claims are managed to the highest standard for our customers.

CASE STUDIES

Cyber

The Claim

Our insured contacted one of its customers last month to enquire why its latest invoice had not been paid. The customer said it had settled it some time ago. Following an investigation it emerged that the insured's email account had been hacked and criminals had sent an email to the customer from the insured's email account with bogus account details.

What we did

We immediately instructed cyber security consultants to secure the insured's systems, confirm the extent of the hack and ensure there were no ongoing malicious activity. We also engaged lawyers to notify the Information Commissioner's Office, something which post GDPR now has to be done within 72 hours of the discovery of a breach. As the incident was discovered on a Friday, this meant the notification effectively had to happen that day.

What the customer said

"I genuinely want to thank you for supporting us."

Professional Indemnity

The Claim

Company A filed a patent application relating to a product which was subsequently deposited for safekeeping with our insured. After publication of the patent application, Company B approached our insured and requested to be furnished with samples of the product. After obtaining advice from the patent office, the insured decided to send samples of the product to Company B. This resulted in Company A applying for an injunction to prevent the product from leaving the country and being delivered to Company B. Unfortunately our insured was joined to the proceedings.

What we did

This matter was a complex multi-jurisdictional dispute. We supported our insured by working with specialist patent lawyers and were able to extract the insured from the proceedings.

What the customer said

"Thank you for all your help in this matter... it really is appreciated."

Private Client

The Claim

Our insured called to notify us that he had unfortunately lost a signet ring whilst gardening. The ring had belonged to his late father therefore had significant sentimental value to the customer. The insured was very keen to find the ring rather than accept its loss. He proposed hiring someone to search the garden thoroughly with a metal detector.

What we did

We agreed to cover the cost of the metal detector search, to enable the customer to fulfill his wish to attempt to find the lost ring. The customer organised the specialist, who spent an hour and a half looking for the ring... Amazingly the ring was found! We were very pleased that a flexible approach to managing the claim had resulted in such a positive outcome for our insured.

Professional Indemnity

The Claim

The insured, a sports club, faced a claim by a former member regarding his recent expulsion from the club. The former member challenged the expulsion on the basis that the insured had not followed the correct procedure.

What we did

We assisted the insured in responding to the former member and explained that the correct procedure had been followed. The dispute required sensitive handling and we supported the insured by maintaining a firm, but respectful, denial of liability. The matter was not pursued further.

What the customer said

"On behalf of (the club) thank you again for your professional, friendly and helpful support."