



Property claims covered February

Property



Property claims feedback Customer Satisfaction

Private Client



Spotlight on Hiscox CyberClear

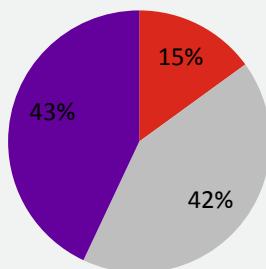
This month we launch our new cyber insurance product, Hiscox CyberClear. Hiscox CyberClear provides comprehensive cyber cover for businesses of any size, from sole traders to multinationals. It was recently rated by the Insurance Times as the broadest cyber product in the UK market.

In the event of a claim, customers will be helped through the process by our award winning claims team as well as a network of market-leading experts, from IT forensics to privacy lawyers and PR consultants.

Customers do not just benefit from Hiscox CyberClear when there is a claim though; they will also have access to the Hiscox CyberClear Academy, an online suite of cyber security training modules. Access is free to all Hiscox CyberClear customers with a revenue below £10m.

Property claims Settlement speeds February

■ Day 1 ■ Day 2-30 ■ Day +30



Net Promoter Score

Commercial



CASE STUDIES

Cyber

The Claim

The US branch of one of our insureds was surprised that one of its customers, usually a prompt payer, had not settled its latest invoice. When it spoke to the customer, it was surprised to be told that payment had already been made. Investigating the matter further, the insured discovered that some of its employees' email accounts had been hacked and hackers had sent emails to its customer with bogus bank account details.

What we did

We instructed a team of experts to work with the insured to secure their email accounts and conduct a detailed review of exactly what else the hackers had done. Fortunately the hackers activity was limited to the one incident we knew about and, following discussions with the bank, the insured's customer was able to recover the majority of the transferred funds.

What the customer said

"Please may I take this opportunity to thank you for your support in this matter."

Commercial

The Claim

Our insured was out filming some deforestation shots in Kenya where he left his camera equipment for a short while. When re-attended, the equipment was surrounded by baboons which our insured tried to chase away, but they ran away with his equipment.

What we did

We reviewed the claim and despite the exclusion that the items 'were not under the personal supervision of you or anyone authorised by you' which would suggest a decline, we paid without prejudice. In the isolated surroundings, our insured would not have expected the items to be stolen by anyone - or even an animal.

What the customer said

"I can only thank you for your kind attention and empathy with this claim. You have been most attentive and I am impressed by the speed of the whole process. Who knows - in years to come an archaeologist may find the card in the camera and deduce that Baboons first started making films about humans in about 2019."

Commercial

The Claim

Our insured's son was mugged at knife point while handing out leaflets for the family business in their local area. The assailants made off with his phone and bank card. The claim was pursued with another home contents insurer, however our insured contacted us regarding pursuing this matter as a claim on their business insurance with Hiscox as they were looking to resolve and settle the claim as quickly as possible.

What we did

We reviewed the claim and policy coverage and subsequently advised that the mobile phone should be covered under their home contents policy. However, we found an area of their business policy where we could offer a flexible approach due to our insured being the legal owner and her son using the phone in conjunction with the business' activities.

We advised our insured to refer back to their home insurer in the first instance, and we also offered advice on how to present the claim.

Due to the distressing nature of the incident, we sent an amazon e-gift card to the insured's son as well.

What the customer said

"You have been exceptional at your advice and help. Thank you again for listening and also for everything you did. We just saw the email with the amazon voucher – my son is very grateful.

Thank you again and we look forward to continued business with Hiscox. Please can you arrange for someone at Hiscox to contact us for a home insurance quote as we would be happy to use your company for our home insurance as well."