



Property claims covered

June

Property



Property claims feedback

Customer Satisfaction

Commercial



Spotlight on Travel Cover

As summer is in full swing and the hot weather is here, many of our insureds are heading off on their summer holidays. Our high net worth policies come with the option to include travel cover to reassure a customer that if the worst happens during a holiday – or even before, we are able to ease the pain of a holiday catastrophe.

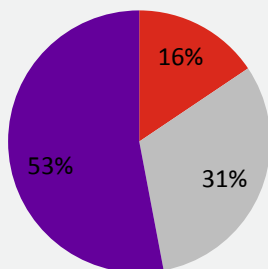
Unfortunately, it appears there could be some disruption over the next couple of months with staff at British Airways, EasyJet and Ryanair threatening to strike. Where the customer has booked a trip before the strike was announced, and their flight is cancelled before departure, our travel policy will cover the travel and accommodation costs as well as any pre-booked activities or excursions that cannot be recovered from the airline or travel company. If a customer is already overseas and their flight is cancelled, the airline or travel company should arrange accommodation and an alternative flight home. In some cases it may not be possible to arrange a flight quickly, and if the airline is unable to arrange a flight within 72 hours, our policy will cover the cost of arranging a flight with another airline and pay a travel delay benefit to contribute towards meals, drinks and telephone calls.

The Hiscox travel policy also includes cover for medical expenses and repatriation, and cancellation or curtailment of holidays. Our contents cover is worldwide, so if one of our insureds suffers a theft or loss of their possessions while they are on holiday, our claims underwriters are on hand to help with that too.

Property claims Settlement speeds

June

■ Day 1 ■ Day 2-30 ■ Day +30



Net Promoter Score

Commercial



CASE STUDIES

Private Client

The Claim

Our insured notified us of a theft from his home at 2am whilst everyone inside was asleep. The burglars stole our insured's car and the contents of his vehicle, and left a mess at the property.

What we did

We advised our customer to write a list of the items that were stolen from the vehicle and submit this claim to his vehicle insurer, while at the same time we determined what items we could cover after this point. Our insured had difficulty progressing with his vehicle insurer on the claim as the contents would not be fully covered. Our insured has been a long standing customer of ours for 13 years – we did not wish to create inconvenience and proceeded to settle the claims for the contents in full.

What the customer said

"Following a traumatic event (burglary) dealing with Hiscox was like a calm in an otherwise stormy sea. The people I dealt with were calm, reassuring and exceptionally helpful & supportive. My claim was handled quickly and efficiently enabling me to concentrate on getting my life back to normal rather than worry about 'having to make an insurance claim'. This is service of the highest calibre and I wouldn't hesitate to recommend Hiscox to anyone."

Professional Indemnity

The Claim

The insured is an immigration advisor who assisted the claimant in applying for a visa. The claimant alleged that the insured failed to submit a passport to the Home Office in support of the application and this failure had an adverse impact on the visa application. This issue occurred in 2010 but the claimant issued proceedings recently alleging negligence by the insured and sought damages in excess of £100,000.

What we did

We supported our insured by adopting a robust approach, we instructed solicitors to strike out the claim on the basis that the claimant was out of time to bring its claim as the relevant limitation period of 6 years had expired. At the hearing the Judge struck out the claim against the insured and awarded costs in the insured's favour.

What the customer said

"We have spoken with the insured who is very pleased and has confirmed this is 'great news'."

Professional Indemnity

The Claim

The insured faced a claim from a tenant for alleged failure to maintain a property which the insured was managing. A leak led to a ceiling in the property collapsing. The tenant claimed that her and her young son suffered personal injuries.

What we did

We assisted the insured to robustly defend the claim pre-action. Panel solicitors were appointed to defend court proceedings and a robust defence, which pointed out inconsistencies undermining the claim (for example, the insured's contemporaneous notes recorded that the tenant's husband advised the insured that it was lucky his wife and child were not in the room at the time the ceiling collapsed). The claim was discontinued shortly after the defence was served.

What the customer said

"I am pleased with the service you provided."

Private Client

The Claim

Our insured's 10 year old son was due to take part in a fencing competition in France but fractured his collar bone the day before the trip and couldn't travel.

What we did

Our insured told us that his son was recovering by playing Xbox and drinking lots of milkshakes to help his bones heal. We sent the insured's son a £25 Xbox voucher to help keep him entertained while he was recovering.

What the customer said

"Many thanks for the unexpected but very pleasant surprise for our son this morning, he was completely and utterly delighted. At renewal each year my wife and I have a "brief" discussion about value/costs and the difference in pricing between Hiscox and your competitors. Each time the service and genuine empathy we feel we receive when we come into contact with anyone from Hiscox (not to mention detailed working knowledge and technical understanding of the policy and its intent) reaffirms why we don't mind paying a little extra up front for the real peace of mind and help (customer service) we receive when we have a query and/or claim."