



Property claims covered September

Property



Property claims feedback Customer Satisfaction

Private Client



Spotlight on New Possessions Cover

With another summer over we are now nearing the festive season with many shops starting to put up their Christmas decorations and the same old classic songs will soon be played to remind us that Santa is coming. As Christmas gets closer our policyholders will be starting to think about ideas for this year's presents for their loved ones. One thing they won't need to worry about is being covered for these items once they have been bought.

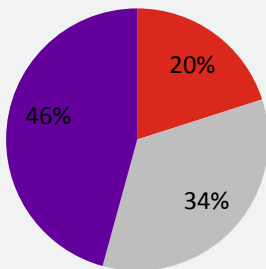
We automatically cover any new items that are only intended to be in your possession for a short period of time, such as presents for other people, for up to 90 days as long as they do not increase the total contents by more than 25% of the original amount.

We are also able to cover the long term increase in contents items which are not covered on an unlimited basis or by the art and collections, or jewellery and watches cover. This means that any contents items that are received over the festive period will be included in the contents cover providing the increase is within 25% of the original amount covered. All the policyholder has to do is tell us about the purchase within 90 days of buying it and pay any extra premium due.

So while the policyholder has all their presents stored in the home waiting to be wrapped up, they can rest assured that they are covered for these items as well as their own should something happen to them. This is also the case for presents that are received over the festive period. These items will be covered on a new for old basis like the rest of the contents that was covered originally and we are able to make the whole process of replacing these items as quick and simple as possible - allowing the policyholder to relax and soak up the Christmas spirit!

Property claims Settlement speeds September

■ Day 1 ■ Day 2-30 ■ Day +30



Net Promoter Score

Private Client



CASE STUDIES

Private Client

The Claim

Our insured called us to make a claim for damage that occurred as a result of a leak he had at his home. The leak was fixed and now he needed to replace his engineered flooring as it had started to curl around the edges and areas of his kitchen were also damaged.

What we did

We asked our contractors to provide us with a quote to repair the damage in order to return the home to a pre-existing condition. The insured was thinking of upgrading certain areas of the home, including areas that we were due to repair. We agreed like for like costs and made a cash settlement to the insured for him to then top up in order to upgrade his home.

What the customer said

“Ian Catley and the team I spoke with over the course of a few months helped and assisted me as I have never had to claim for anything beforehand. It was so easy to deal with and I've had neighbours thinking of moving across to Hiscox as they have been dealt with badly by other insurers.”

Professional Indemnity

The Claim

The insured technology company had provided support services to its client, a law firm. The insured had not been paid its full fees. When the insured attempted to pursue payment, the insured's client alleged that it had suffered significant six-figure losses as a result of breach of contract and/or negligence on the part of the insured. The insured denied the allegations.

What we did

We instructed panel solicitors to robustly defend the claim. Liability was not accepted and we obtained an expert opinion that was favourable to the insured. We supported the insured through mediation, and the claim was subsequently settled with no admission of liability on a “drop hands” basis.

What the broker said

“When we get situations like this...it is extremely reassuring to have someone to turn to. I have been incredibly impressed by the attitude and professionalism of everyone involved. Thanks for believing in us.”

Professional Indemnity

The Claim

The insured marketing company faced a claim from one of its former clients. The insured was owed money by its client. The client refused to pay, alleging that the insured was in breach of contract and had been negligent. The insured denied the allegations. There was also a dispute between the parties as to the ownership of the intellectual property in work carried out by the insured.

What we did

We instructed panel solicitors to defend the claim. Panel solicitors were able to negotiate a settlement which resulted in payment of the insured's outstanding invoices by its client, together with an additional sum by way of compensation in relation to termination of the contract. As part of the settlement, the insured agreed to assign the intellectual property created specifically for the client, with certain exceptions.

What the customer said

“Thanks to you and Hiscox for allowing me to get to this position. Insurance is that one thing you hope never to need to use, but you guys have been a great help at a hard time.”

Private Client

The Claim

The insured suffered a leak at the address of their business. The leak came from the property above and damaged stock as well as carpets. Business interruption was included as part of this claim.

What we did

We instructed a loss adjuster to meet with the customer at their work address. The claim set off with a speedy start and the loss adjuster acted very quickly. The insured raised a dispute over underinsurance based on the loss adjuster report. Our handler took ownership of this and worked with the insured and loss adjuster to reach a fair and satisfactory outcome.

What the customer said

“Everything from value of my insurance, clear understanding of my contract, professional staff, efficiency from day one of my claim was handled efficiently and professionally. I did not have to chase my case or felt neglected. I could not find any faults with Hiscox and in fact have already been recommending others to Hiscox. I will for sure stay with Hiscox and feel at ease that if any future problems arise I know Hiscox will have my back. Thanks to Aaron and Mike Bond for dealing with my case. Thank you so much!”