



Property claims covered January

Property



Property claims feedback

UK Property Customer Satisfaction
YTD



Spotlight on LeakBot

Chris Parker, Supplier Management Analyst, writes the following update on LeakBot – a connected water leak detector – and the go-live at Hiscox:

“The LeakBot initiative is alive and well. What’s more, in February 2020, LeakBot will become a fully integrated part of our household proposition for 606 and Home customers both for brokers and direct. This will make Hiscox the first UK insurer to go live offering all of our qualifying customers a free smart water leak detector to help them avoid escape of water incidents.

In August 2018 we began our customer pilot offering approximately 5,500 Direct Home customers the opportunity to have a mark 2 WiFi LeakBot in their home for free. We enjoyed record take up rates with over 1,000 customers accepting our offer, proving that escape of water is a risk which our customers recognise and want to protect themselves against.

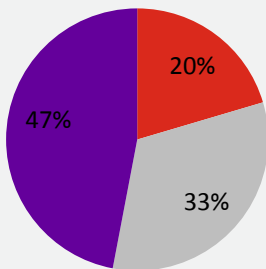
Over the last 12 months, as well as helping customers identify niggling DIY issues such as dripping taps and overflowing toilets which they could resolve themselves, a LeakBot engineer has been dispatched to over 200 customers’ homes. These customers have benefited from a leak detection and fix service, including no charge for basic parts, which has received exceptionally positive feedback.

Furthermore, 10% of those home visits identified a leak which if not addressed had the potential to cause an insurance claim.

From February 2020 all Home and 606 customers who buy buildings insurance will be offered a free LeakBot as a benefit of their Hiscox policy and we hope to have over 6,000 installed in homes by year end. New business customers will receive this offer immediately and our existing renewal customers will receive this offer as their policy renews.”

Property claims Settlement speeds January

■ Day 1 ■ Day 2-30 ■ Day +30



UK Property Net Promoter Score YTD



CASE STUDIES

Private Client

The Claim

The insured had spilled some water over her MacBook. She had held it upside down and tried to let it dry out but the fan was making a horrible noise so she booked it into the store. Apple confirmed it was beyond repair and she needed a new one.

What we did

We set up the claim for the insured when she called, confirmed how much it would cost to replace and raised a payment to her there and then.

What the customer said

"I had got stressed getting all the backup info together to substantiate the claim before calling..."

After notifying her claim and agreeing settlement the customer said:

"Is that it? That simple? Thank you."

Professional Indemnity

The Claim

The insured produced a website design for its client. The client was not happy with the insured's work and claimed that the insured was meant to produce a fully functioning site that was ready to "go live". The client brought legal proceedings against the insured, alleging that the website was not fit for purpose and claimed the costs of a finalised website.

What we did

The insured was adamant that it had complied with the terms of its contract with the client. We obtained favourable expert evidence which supported the insured's position and the extent of the work it had completed. Given this evidence we were prepared to support the insured to trial and continued to defend the claim. The judge favoured the insured's position at the hearing and dismissed the claim.

What the customer said

"Thank you for helping us through the court case with [this claim]. Your help and that of the team really made it easier to deal with and ensured we got the result we wanted. We really appreciate everything you did to make the process easier. Thank you again."

Professional Indemnity

The Claim

The insured is a civil enforcement agent who had assisted its client in obtaining payment from a debtor. The debtor brought a claim against our insured seeking to rely upon an alleged technicality to recover the monies it had paid.

What we did

Hiscox claims handlers quickly formed the view that the debtor's claim was without merit and could not succeed. This was communicated to the debtor who, nevertheless, issued proceedings against the insured. We issued an application to have the claim against the insured struck out. The application was successful and the claim was defeated quickly. Legal costs were also awarded to the insured as the Court recognised the steps that had been taken to make the position clear to the claimant debtor from the outset.

What the customer said

"I am very pleased to note that the claim was struck out... Thank you also for all your assistance in this matter which is greatly appreciated".

Private Client

The Claim

The insured called to advise that their bike had been stolen. There was CCTV in place which showed the feet of somebody who had cut the lock in order to remove the bike from a fixed structure.

What we did

We set up the claim with the insured on the phone. We requested the cost to replace the bike and settled the claim.

What the broker said

"The ability of the claims handler to decide what information she needed, given the circumstances. It was appropriate and paperwork light. We liked the use of email and the fact that payment was made in a hassle free manner, saving us all time and effort."