



UK Property Claims Covered November

Property



UK Property claims feedback

UK Property Customer Satisfaction
YTD



Spotlight on Christmas Shopping

At Hiscox, we understand the beauty of giving and know that our customers are very excited to be gifting their loved ones, bringing some joy and happiness to a year that has felt slightly gloomy. Our Property Claims team wanted to highlight the importance of adjusting Home and Contents cover to include any special purchases made:

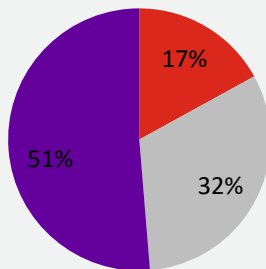
There are always a thousand other things to think of at Christmas, so we automatically cover any new items that are only intended to be in your possession for a short period of time. This means that the presents you buy for friends and family will be covered for up to 90 days as long as they do not increase 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.

Our insureds can rest assured that they are covered for presents stored in the home waiting to be wrapped up and presents received over the festive period. These items will be covered on a new for old basis like the rest of the contents that were 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!

UK Property claims Settlement speeds November

■ Day 1 ■ Day 2-30 ■ Day +30



UK Property Net Promoter Score YTD



CASE STUDIES

Cyber

The Claim

The insured, a solicitors' firm, suffered a business email compromise which resulted in 700 phishing emails being sent from the insured's email address to multiple recipients.

What we did

We assisted the insured by working alongside IT forensic experts to ensure the breach was contained and the root cause was established. Legal assistance was also provided as the insured had to comply with regulatory requirements to mitigate their losses and protect their position. Following obligatory notifications to regulators and the affected parties, no further action was taken against the insured and their systems were secured.

What the customer said

"We were impressed with the speed of your assistance and that you took away the worry. The expertise of the companies used was also great."

Private Client

The Claim

Our insured crashed whilst out riding with a group of friends, along the Grand Union Canal towpath. He was passing long boats on his right hand side when a pedestrian appeared on the path in front of him, from the hedgerow on the left. The insured believes he caught his left shifter on the person's jacket that resulted in him crashing. The insured landed head first on the towpath and saw his bike bounce a few times in front of him.

What we did

Bikmo had a discussion with the insured to gather further details on accessories of the bike that were lost during the incident. Bikmo provided us

with the information we needed to contact the insured and offer settlement. We contacted the insured to confirm we were happy for Bikmo to replace the items and he came back that day to say he was happy with this. Bikmo arranged replacement and we paid Bikmo directly for the replacement.

What the customer said

"From start to finish, my claim was easy to submit, communication was excellent and completed within a week. That's very impressive and I have in the past and will continue to recommend Hiscox/Bikmo to my cycling friends. Fantastic service."

Private Client

The Claim

Our insured was working from home and he snapped his laptop. He was also in the middle of isolating as his wife had contracted COVID19. They were trying really hard to continue working with their two children and a dog to look after, so it was really important for him to get this sorted.

What we did

We took the circumstances into consideration, and given that our insured was on cover for a few years with no claims, we settled the claim on day one.

What the customer said

"Brilliant, excellent, the few dealings I've had with Hiscox, seriously unbelievably good. Was recommended by my colleague and everybody's perception is that Hiscox are expensive and exclusive and I've since passed your details on and everybody has said how good you are."