

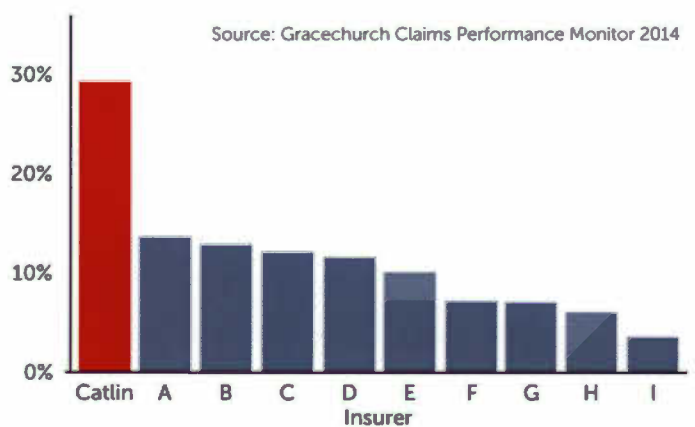
Catlin leads the London market for claims service

Catlin ranked first for London market claims service satisfaction and broker favourability in the Gracechurch London Claims Report 2014.

Gracechurch Consulting 'Claims Performance' survey results

For the sixth year running Catlin has been recognised as the most highly recommended insurer for claims service in the London market. Catlin's result was double that of the nearest competitor, confirming our place as the No.1 choice for brokers. Over the course of 2014, Catlin has maintained its position as the London underwriter with the highest net satisfaction score from surveyed brokers.

Claims service recommendation by London brokers (%)





“Our underwriting and claims teams understand the importance of service to our clients. To be recognised for the sixth consecutive year as London claims service leader is fantastic reassurance that we have both a great team along with satisfied brokers and clients.”

Sharon Long
UK Claims Director

A responsive team focused on its clients

Overall the brokers described the Catlin claims team as **“responsive”** and **“relationship-focused”** which is good news, as it is precisely those things that Catlin deems a vital part of impeccable claims service.

Catlin believes that an insurer provides greatest value to its clients following a claim. Catlin uses this survey by Gracechurch Consulting as a yearly measure of its claims handling performance. The survey asks London market claims brokers which insurers they would highly recommend to clients based on the quality of claims service. Catlin has consistently ranked first in this survey.

“Here at Catlin we all understand the importance of world class claims service, and we are passionate about ensuring that we help our policyholders and brokers as best we can when things go wrong.”

Paul Jardine
Group Chief Operating Officer

More strong points

In addition to being the most recommended insurer, Catlin also gained outstanding scores from brokers for the high calibre and expertise of its employees and the excellent technical ability demonstrated by its claims teams.

Why does Catlin top the charts year-after-year?

Catlin prides itself on providing exceptional service. With any claim it promises its clients:

- Claims teams are available 24/7 and direct contact with the claims handler is provided
- Clear explanations from our claims team about decisions and proposals
- Progress reports and timelines
- The use of world-class expert advisors where necessary.

Finally, Catlin is an insurer which believes that client service is at the heart of its operation. It is something that all of our people are passionate about. It is not just an initiative or goal; excellent service in all avenues of Catlin’s business is a promise.

For more information on Catlin’s products and service commitments, please visit www.catlin.com/ourservice

