



Proclaim - Property Claims specialists

If you need an efficient and cost effective claim management program for your first party claims, Proclaim has great experience and strong technical expertise in property claims.

Features and benefits of our property claims handling service:

- Our Account managers have extensive industry and insurance experience in property and business interruption claims, so you can rely on them to get the best result for you.
- We act for several underwriting agents, Lloyds and local insurers providing property claim services on authorities from \$20,000 to \$100,000, and understand reporting requirements for local and London insurers.
- We provide services in all States of Australia and New Zealand.
- For property and motor claims we generally encourage quick initial telephone notification of any damage, making it easier for your clients to report a claim.
- We have sharp service standards which ensure quick assessment and approval of any repair or maintenance quotes
- We do not default to adjusters - we often investigate the circumstances ourselves or appoint a building expert where remediation is required, which saves money and time
- We have a panel of adjusters, builders, recovery specialists and investigators for use where the circumstances warrant.
- We have our own unique e-procurement model for replacement of goods resulting in savings and enhanced services such as delivery and installation of goods
- We ensure that damage is repaired, invoices are paid and clients are back to business in the quickest possible time.
- We pride ourselves on early assessment of recovery prospects and initiating the recovery process quickly. We ensure that accident circumstances and third party details are collected in detail to assist any potential recovery claim.
- Availability of meaningful claims trend data for use in ongoing risk assessment and management by insurers and their clients.

Our Insurer Clients Include:

Lloyds - Chaucer
QBE

AIG
World Insurance Network

CGU
EIG Ansvar

References:

South East Water - Martin Poole, Senior Risk & Insurance Officer, Risk & Business Services:

“SE Water appointed Proclaim to manage our property damage liability and motor vehicle claims in July 2006. This decision wasn't taken lightly after over 10 years of working with the Marsh Claims Management team.

We were becoming increasingly frustrated with the lack of proactive service from Marsh; they had become a post box service provider, simply referring all matters to either Blake Dawson Waldron (BDW) lawyers or to GAB Robins loss adjusters and therefore increasing the cost of and time involved in managing claims.

Proclaim have definitely added value, they have been able to reduce our reliance on BDW and GAB by proactively liaising with the customer that has suffered the loss and arranging rectification or clean ups as required. Proclaim also push to have claims finalised by chasing providers for invoices and promptly sending releases to customers in order to minimise the volume of open claims.

If required I would be happy to discuss this matter further”.

Case Studies

1. Implementing a better process

Scouts Vic – Appointed claims managers in July 2006 in conjunction with Ansvar; developed procedures when claim arises; implemented team of repairers and builders for smaller property damage claims where an adjuster was not necessary; out of almost 40 closed property claim files there were more than 10 claims where maintenance contractor Multipro were retained without the assistance of a Loss Adjuster saving the Insurer over \$10,000 in adjuster fees. We also provided a help desk service when advice was required, and for the broker provided on-line reporting and regular advice to support their client advocacy role.

2. Case example of creative solutions to save money

In May 2007 we received a claim for an Insured for extensive graffiti damage to the outer areas of their building. Proclaim without retaining a Loss Adjuster managed to employ Victorian Government Corrective Services department who, as part of a community service repainted the hall free of charge (with the exception of lunches and drinks). The initial quote for this repainting was in excess of \$20,000

Our People

Justin Harty - Justin worked for Chubb Insurance for over five years with experience in property claims, marketing and property underwriting. Justin has a Bachelor of Economics from Monash University, Bachelor of Business from RMIT University and a Graduate Diploma of Insurance from the University of Technology, Sydney. Justin has worked for 8 years with Proclaim and is Director of Operations.

Sue Guillou - Sue has extensive experience in Commercial Property, accident and motor insurance across claims, sales and underwriting. Sue spent eight years at QBE Insurance before spending seven years as an owner operator of a cake and coffee shop.

Ken Fok - Prior to joining Proclaim, Ken was a motor claims consultant at RACV for over 2 years, with experience in the investigations and policy coverage teams. Ken completed his Bachelor of Business degree at Monash University in Melbourne and is managing motor and property claims.

Justin, Ken and Sue are supported by Account Managers, support and finance teams.

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CCI

Talk to Proclaim today about how we can help you reduce your costs while building better customer and contractor relationships.

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