

## Reassurance in the event of a claim

Our experienced, friendly and dedicated claims management team provide a full claims service to help you every step of the way, including:

- Assistance in compiling and presenting claims
- Fast and effective claims management, prompt acknowledgement of claim notifications and pro-active handling to get claims notified and settled as quickly as possible, minimizing downtime and potential cash flow issues
- Assistance with claims processes and procedures, both internally and externally
- Attend meetings with Loss Adjusters and Claims Inspectors, where appropriate and required
- Claim progress reports throughout the life of the claim
- Timely reviews of ongoing claims and allocated reserves, with a view to maintaining an accurate and fact-based claims experience
- Pro-active management to obtain the maximum claim settlement available under the policy and recovery, where appropriate, of uninsured losses and restoration of No Claims Bonus levels
- Full investigation into any rejected claims to ascertain whether there are grounds for the decision to be overturned, or given further consideration, and where appropriate, challenged accordingly
- Post-Loss reviews and Risk Management advice offered following a claimable event
- Pre-Loss claims services - Risk Management to help understand the risks faced by your business, and the potential losses arising from those risks, minimizing their impact and cost to the business

**GRP Insurance Services Helpline: 01638 596400**

