



# CLAIMS SERVICES

CLAIMS CANNOT BE PREDICTED.  
GREAT SERVICE CAN BE.

# OUR GLOBAL CLAIMS TEAM:

**HANDLES PRIMARY AND EXCESS CLAIMS FOR**

property, casualty, surety, professional, management and healthcare liability products.

**HAS EXTENSIVE SPECIALIZED EXPERTISE**


by line of business and claim type.

**IS COMMITTED TO THE HIGHEST LEVELS OF**

professionalism, responsiveness and good faith in claims handling.

**BELIEVES THAT THE CLAIMS RESOLUTION PROCESS**

**WORKS BEST** when disputes with insureds are minimized and the focus is on defending and resolving claims by third parties.



We believe the full measure of a claims department isn't necessarily what we say about ourselves.

**THE REAL TEST IS  
WHAT OTHERS SAY  
ABOUT US...**



Allied World has been a strong partner of Verizon's for a number of years, on both standard property policies as well as difficult to write coverage. The Sandy claim has again proven to be a testament to Allied World's claims services. **We received loss recoveries on multiple Allied World policies within two weeks of signing proofs of loss.**

**DAVID G. CAMMARATA**

Assistant Treasurer Risk Management and Insurance  
Verizon Communications, Inc.



While price always matters,  
in this instance  
**SERVICE, RELATIONSHIP  
AND GREAT PEOPLE**  
played the major part in  
renewing the business.



"I received information from my retailer which provides good insight as to why the hospital insured made the decision to renew with your company. What makes their decision even more important is the fact that they had the option to go with a lower cost carrier. While price always matters, in this instance service, relationship and great people played the major part in renewing the business. I thank you for practicing what you preach... Well done!"

**PETE GERMAIN**, Vice Chairman  
Sullivan Brokers Wholesale Insurance Solutions

# OUR APPROACH: THOUGHTFUL & DELIBERATE

## INSIGHTFUL. PROACTIVE. DILIGENT WORK ETHIC.

Open dialogue and partnership with our insureds during the entire claims-handling process.

At Allied World, these aren't just claims department catch phrases. We mean what we say. More importantly, we follow through.



We value partners that share our long-term vision on insurance and at the same time, demonstrate the flexibility to adapt to our changing business needs. **Allied World has been a trusted partner for many years** with a proven track record in claims handling.

**ROBERT SPITZ**, Head of Corporate Insurance Lines  
Siemens Financial Services GmbH



**GE seeks to partner with strong insurers for the long-term;** insurers which are capable and willing to work with GE in developing solutions to meet our evolving needs, and are committed to supporting their promises by working collaboratively with their insureds on claim strategy and management and ultimately towards effective claim settlement.

Allied World has been that type of partner for GE for nearly a decade.

**STACEY REGAN**, Deputy Treasurer  
General Electric Company (GE)





“ WE SEEK LONG-TERM RELATIONSHIPS WITH OUR INSURANCE CARRIERS AND **PROMPT, RELIABLE CLAIMS PAYING SERVICE.** ALLIED WORLD HAS RESPONDED TO OUR NEEDS AND HAS MET THOSE EXPECTATIONS.

**KEVIN J. BURRIN**, Director, Risk Management  
Burlington Northern Santa Fe Railway (BNSF)

“ I am writing to thank you for the outstanding work you did on our behalf. As you may know, summary judgment was rendered in our favor, but beyond the result (and, hey, we're ecstatic!), there are some specific things that I think were handled exceptionally well.

**FIRST, YOU GAVE US GOOD ADVICE REGARDING HOW TO HANDLE THE CASE. SECOND, YOU DID AN EXCELLENT JOB IN GUIDING THE SELECTION OF OUR COUNSEL... IT WAS REALLY ABOVE AND BEYOND THE CALL OF DUTY.**

Since we were all in agreement on the merits of the case, it really gave us a united front and strong presence at mediation. We were the recipients of some outstanding service and you should be thanked for that.

**RICHARD S. PITTS**,  
VP and General Counsel  
Arlington/Roe & Co., Inc.

**WITHOUT QUESTION, THE TEAM... PROVIDES SUPERB SERVICE, AT EVERY LEVEL, SUCH THAT WE CAN RECOMMEND THEM WITHOUT HESITATION.**

I have been impressed with your proactive approach toward litigation. I have found that, as an active trial attorney, such an approach often results in early disposition of claims and highly effective results. Not only is your staff always available for input and guidance, but they, unlike some competitors, take into consideration the wishes of their clients.

**MICHAEL BRAND**, Partner  
Cole, Scott & Kissane, P.A.



UPS always seeks to partner with insurers that are **willing and able to participate across multiple coverage areas** and that have proven tactical claims expertise and response. Our experience has been that Allied World is that type of partner.

**PATRICK POWER**, Senior Risk Manager  
United Parcel Service, Inc.



The University of California (including our ten campuses, five medical centers and 170,000 employees serving over 200,000 students) has been insured with Allied World for six years. In that time, **we've found a partner who understands the general and healthcare liability environment and proactively responds to our needs.** Not only has Allied World been very supportive of our loss prevention efforts, they have provided expert resources for loss mitigation in the event of claims or lawsuits. We are glad that Allied World is part of our program.

**GRACE M. CRICKETTE**, ARM, SPHR, CCSA, CSHM, Chief Risk Officer  
**TERRI KIELHORN**, Risk Manager Professional Liability  
**CHERYL LLOYD**, Risk Manager General Liability  
University of California



IT'S DIFFICULT TO PLEASE EVERYONE...  
**BUT WE CONSISTENTLY HIT THE MARK.**  
LET THE NUMBERS TELL OUR STORY:

**99.9%**

PERCENTAGE OF CLAIMS **RESOLVED**  
WITHOUT A COVERAGE DISPUTE

**91%**

OF CLAIMANTS RESPONDING TO OUR 2017 SATISFACTION SURVEY ARE "**SATISFIED TO EXTREMELY SATISFIED**" WITH ALLIED WORLD'S **CLAIM SERVICE**

**90%**

OF CLAIMANTS RESPONDING TO OUR 2017 SATISFACTION SURVEY ARE "**LIKELY TO EXTREMELY LIKELY**" **TO RECOMMEND ALLIED WORLD TO A FRIEND OR COLLEAGUE** BASED ON THEIR CLAIM EXPERIENCE



# CONTACT US

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[alliedworldinsurance.com](http://alliedworldinsurance.com)

This information is provided as a general overview for agents and brokers. Coverage will be underwritten by an insurance subsidiary of Allied World Assurance Company Holdings, AG ("Allied World"). Such subsidiaries currently carry an A.M. Best rating of "A (Excellent)." Coverage is offered only through licensed agents and surplus lines brokers. Actual coverage may vary and is subject to policy language as issued. Risk Management services are provided or arranged through AWAC Services Company a member company of Allied World.

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