



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

For more information, please visit us at www.alliedworldinsurance.com/claims_insurance.

Asia

HONG KONG

22/F, One Island East
Taikoo Place
18 Westlands Road
Quarry Bay, Hong Kong
+852 2968 3000

LABUAN

Level 8(B), Main Office Tower
Financial Park Labuan
Jalan Merdeka
8700 Labuan F.T.
Malaysia
+603 2078 3188

Suite 9-02, 9th Floor, Menara Hap Seng
Letter Box 77, Jalan P. Ramlee, 50250
Kuala Lumpur
Malaysia
+603 2078 3188

SINGAPORE

8th Floor
60 Anson Road #08-01
Mapletree Anson
Singapore 079914
+65 6631 2500

SINGAPORE TREATY

138 Market Street
#05-02 CapitaGreen Building
Singapore 048946
+65 6631 2500

SYDNEY

264 George Street
Australia Square Level 21
Sydney, NSW 2000
+612 8015 2500

Bermuda

27 Richmond Road
Pembroke HM 08
+1 441 278 5400

Canada

200 King Street West
Suite 1600
Toronto, ON M5H 3T4
+1 647 558 1120

Europe

DUBLIN

3rd Floor
Georges Quay Plaza
Georges Quay
Dublin 2
Ireland
+1 353 1 436 1400

LONDON

20 Fenchurch Street
19th Floor
London EC3M 3BY
England
+44 207 220 0600

ZUG

Gubelstrasse 24
Park Tower, 15th Floor
6300 Zug, Switzerland
+41 41 768 1080

United States

ATLANTA

3424 Peachtree Road NE
Suite 550
Atlanta, GA 30326
+1 678 704 8400

BOSTON

160 Federal Street
6th Floor
Boston, MA 02110
+1 857 288 6000

CHICAGO

311 South Wacker Drive
Suite 1100
Chicago, IL 60606
+1 312 646 7700

COSTA MESA

600 Anton Boulevard
Suite 1020
Costa Mesa, CA 92626
+1 657 859 3300

DALLAS

Addison Circle One
Suite 1025
15601 Dallas Parkway
Addison, TX 75001
+1 469 248 4000

FARMINGTON

1690 New Britain Avenue
Suite 101
Farmington, CT 06032
+1 860 284 1300

LOS ANGELES

550 South Hope Street
Suite 1825
Los Angeles, CA 90071
+1 213 416 1400

MIAMI

800 Brickell Avenue
Suite 802
Miami, FL 33131
+1 786 362 8000

NEW YORK

199 Water Street
23rd, 24th, 25th & 26th Floors
New York, NY 10038
+1 646 794 0500

PHILADELPHIA

United Plaza
30 South 17th Street
Suite 1600, 16th Floor
Philadelphia, PA 19102
+1 267 800 1800

SAN FRANCISCO

100 Pine Street
Suite 2100
San Francisco, CA 94111
+1 415 262 8170



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, Ltd, a Fairfax company ("Allied World"). Such subsidiaries currently carry an A.M. Best rating of "A" (Excellent), a Moody's rating of "A3" (Good) and a Standard & Poor's rating of "A-" (Strong), as applicable. Coverage is offered only through licensed agents and brokers. Actual coverage may vary and is subject to policy language as issued. Coverage may not be available in all jurisdictions. Risk management services are provided or arranged through AWAC Services Company, a member company of Allied World. © 2019 Allied World Assurance Company Holdings, Ltd. All rights reserved.

alliedworldinsurance.com