

Marine

Claims expertise when  
you need it most

[www.hdi.global](http://www.hdi.global)

**HDI**

# CLAIMS MANAGEMENT AND ANALYSIS

When the worst case happens – Your security is our business.

## First secure, then insure.

How good an insurance policy really is can often be seen in the case of a loss event. Years of experience and competent action are required in such cases, so that the consequences of a loss are limited to the greatest extent possible. HDI has enjoyed success in the industrial insurance segment for over one hundred years. Our principle from the very start: First secure, then insure!

### Decentralised claims processing

Our customers benefit from local personal points of contact – one face to the customer – fast claims processing from a single source – and reporting the claim through settlement.

Competence is of vital importance to HDI, which is why our team of experts consists of experienced practitioners. Transport specialists and attorneys are members just the same as engineers. This also applies to our international network.

### Recovery

From the start, we pursue subrogation options against parties who potentially caused the loss. Because it's your capital, we deploy all means available to get it back.

### Reaching the goal together

We emphasize comprehensive loss prevention for our customers. Causes and extent of loss are subject to precise analysis using our state of the art tools. Businesses receive access to our qualified risk and loss management system in order to limit damage from the outset. This permits transports to be optimized from the start.

Avoiding loss events and limiting their potential consequences are in our common interest. Our risk and loss management teams create loss prevention strategies together with you. Let us work together on a long-term, cooperative basis in order to reach this goal.



## A multifaceted approach

### Preventative and supportive transport protection

- Secure packaging
- Selection of transportation means and itineraries
- Proper securing of loads
- Harbour and country information
- Inturn/outturn surveys
- Risk control during transport
- Immediate measures upon occurrence of a loss

## Why HDI?

- Prompt claims processing and settlement
- Proximity to the customer through local entities on location
- Personal care during claims processing
- Multi-lingual, competent loss team
- Global network of our own branches and network partners
- Worldwide coordination of loss adjusters
- Loss analysis
- Experienced subrogation processing from a single source

### Additional service for customers with international insurance programs:

- Web-based statistical tool IP web

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