

HDI Global Specialty SE
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hdi-specialty.com

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- > HDI Global Specialty SE
- > UK Claims Team

Stability.
Agility.
Specialty.



Our Claims Philosophy



At HDI Global Specialty Claims we are here to take care of the unexpected, together.

We strive to consistently deliver on our promise to you, our clients, and to provide you with certainty in uncertain times.

Our philosophy of claims management revolves around our three service value principles; these guide how our claims team specialists and selected expert partners act and communicate, so that you know what you can expect from our claims service every time – no matter the size, location or complexity of your loss.

Our Service Value Principles

DYNAMIC

Experts focussed on proactively working with our clients to provide support, swift resolution and prompt settlement of valid claims



EMPOWERED

To be responsive decision-makers locally, accessible globally

COMMITTED

To doing the right thing by putting our clients first; inspiring trust for the long-term



Foreword



Clare Constable
Claims Director

Welcome to HDI Global Specialty's UK Claims Team and our inaugural claims brochure. We are one of 9 claims teams across the globe, aligned in our over-arching purpose to take care of the unexpected, together with you.

We believe that, although technology enables us, you should still experience our personalised approach when you require – knowing who we are, being visible and approachable, responsive and communicating openly at all times.

So, the purpose of this brochure is to introduce ourselves and our claims service philosophy to you. We want you to know us individually, and understand what you can expect from us collectively, with our 500 years of insurance claims experience and knowledge ready to support you, both in the event of a loss and beforehand.



Richard Taylor
MD/Chief Marketing Officer

The strength and consistency of our business proposition, 'doing the right thing' for our clients, is of paramount importance to our company. The high quality of our claims service is an integral component of our overall proposition, to deliver on our promise and is at the core of our partnership.

We know when a loss occurs it can mean uncertain times for our clients. By understanding our clients' needs and through our alignment of our claims and underwriting experts, HDI Global Specialty – UK branch will manage this uncertainty before the loss happens, from the beginning of our relationship and at every renewal.

Claims Leadership Team



Clare Constable
Claims Director

Joined: 2019

Clare has over 25 years' experience dealing with high value, complex claims globally across various classes of

insurance, including those written at HGS. The last few years, her focus has been on leading and managing claims teams to shape and modernise claims service to our clients' ever-evolving needs. As Claims Director at HGS – UK Branch, she is a member of our UK Executive Committee and externally is deputy chair of IUA's new Claims Strategy Committee.

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Adam Howlett
Head of Claims Performance & Operations

Joined: 2006

Adam has almost 25 years' experience in the London Insurance Market dealing

with and leading teams dealing with high value, complex claims across multiple classes of business, including all classes written at HGS. Formerly the Head of Single Risk Claims, in 2020 Adam was appointed as the Head of Claims Performance and Operations to lead and drive the modernisation of our claims service to meet the evolving needs of our clients.

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T: 020 7015 4063

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James Side
Head of Specialty Lines Claims

Joined: 2019

James has over 25 years' experience in London Market Insurance claims handling

and managing a wide variety of classes within the Specialty Lines arena including those written at HGS. Initially concentrating on the project to transform and restructure the claims team to its current position, James now heads up the Specialty Lines claims division and is a member of the Claims Leadership Team.

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Kirsten Westly
Head of Financial & Professional Lines Claims

Joined: 2020

Kirsten has over 15 years' experience in the London insurance market and her

current role focuses on leading the financial and professional lines claims team. She specialises in negotiating successful resolutions of complex, high-value claims as well as advising on data-driven trends arising from these books. Kirsten is dual-qualified as a Solicitor of England & Wales and a California attorney and prior to her career in the insurance industry was in private practice for 5 years.

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Specialty Lines Claims

**Mining (IMI), Energy,
Property & Casualty**



Andrew Mendrys
Claims Manager

Joined: 2014

Andy has nearly 30 years' of insurance market experience across many classes of insurance. He started out as a

broker before 'finding home' on the (re)insurance claims side, working for several respected insurers during his career. He is currently the manager of the Mining, Energy, Property and XS Casualty team, which includes HGS' flagship lead mining business: IMIU. Andy is affiliated with CILA and Lloyd's within their mentoring schemes and is active within MIRA, the Mining Insurance and Risk Association.

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Carley Foy
Claims Specialist

Joined: 2020

Carley has over 20 years' experience in the London Insurance Market across various Lines of business, on both the

Claims Operations and Claims Adjusting side. Her current role focusses on handling high value, complex claims within the Energy, Construction, Property and Liability markets. She represents HGS at the LMA Climate Change Working Group.

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**Aviation, Space
& Marine**



James Sutherland
Claims Manager

Joined: 2020

James has over 20 years' London insurance market experience in the Aviation sector, having spent the time

as an Adjuster and Broker during that period. His current focus is on managing the Aviation, Space and Marine portfolio and handles high value and complex claims within this remit. James sits on the IUA Aviation Claims Committee as a representative of the UK Branch. He also chairs HGS' Aviation claims global practice group.

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**Niche Lines – Contingency,
Bloodstock, Fine Art
& Crisis Management**



Daniel Gibbs
Claims Manager

Joined: 2011

Dan has over 20 years' experience in insurance, the majority of time in the London market but also 3 years in Australia. Dan has gained

much experience handling claims across many classes of business, so being responsible for handling claims for HGS's Niche Lines suits him well. He has a number of years experience handling Contingency claims and is a member of the IUA Contingency and A&H Claims Committee. He is a good communicator and client focused.

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Specialty Lines Claims

Delegated Authority, Including Accident & Health



Catherine Healy
Claims Manager

Joined: 2021

Catherine has over 20 years' experience in London Market Insurance handling a wide range of Delegated Authority claims including Accident & Health across multiple jurisdictions. Her current role focuses on managing the Delegated Authority Claims Team for HGS – UK Branch as well as the supervision and oversight of all Third Party Administrators (TPAs) to ensure we achieve a high level of claims service.

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Paul Steer
Senior Claims Specialist

Joined: 2013

Paul has over 23 years' experience in the London Insurance Market, starting firstly with Professional Indemnity Claims and then moving into Property & Liability Claims, which has remained his career focus. Currently, he is dealing with a variety of different Property & Liability Accounts on HGS's US Delegated Authority Book, managing high value claims and oversight of TPAs.

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Aaron McWilliams
Senior Claims Specialist

Joined: 2020

Aaron joined HGS from SCOR where he worked for 4 years as the product lead for General Liability. Aaron brings with him 14 years' of claims handling experience, during which time he has handled a variety of complex Professional Indemnity, Employers Liability, Public Liability and Product Liability claims. Aaron also previously worked for W/R/B Underwriting where he was product lead for construction and solicitors PI claims.

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Carol Trenkel
Senior Claims Specialist

Joined: 2019

Carol has over 35 years' experience in the insurance industry enjoying long spells at some large London Market Companies. She has experience in a wide variety of classes, Worldwide, and has taken teams and mentored many through the stages of Casualty claims handling. Recently, Carol has been busy with Liability and Property accounts in both the US and the UK.

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Laura Dale
Claims Specialist

Joined: 2019

Laura has over 18 years' experience in the London Insurance Market across various classes of business within both Claims Operations and Claims handling. Laura's current role deals with claims emanating from a Delegated Authority book and includes Property, Liability, Latent Defect/Warranty, Title and Pet Insurance claims.

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Accident & Health



Mark Beardsall
Senior Claims Specialist

Joined: 2021

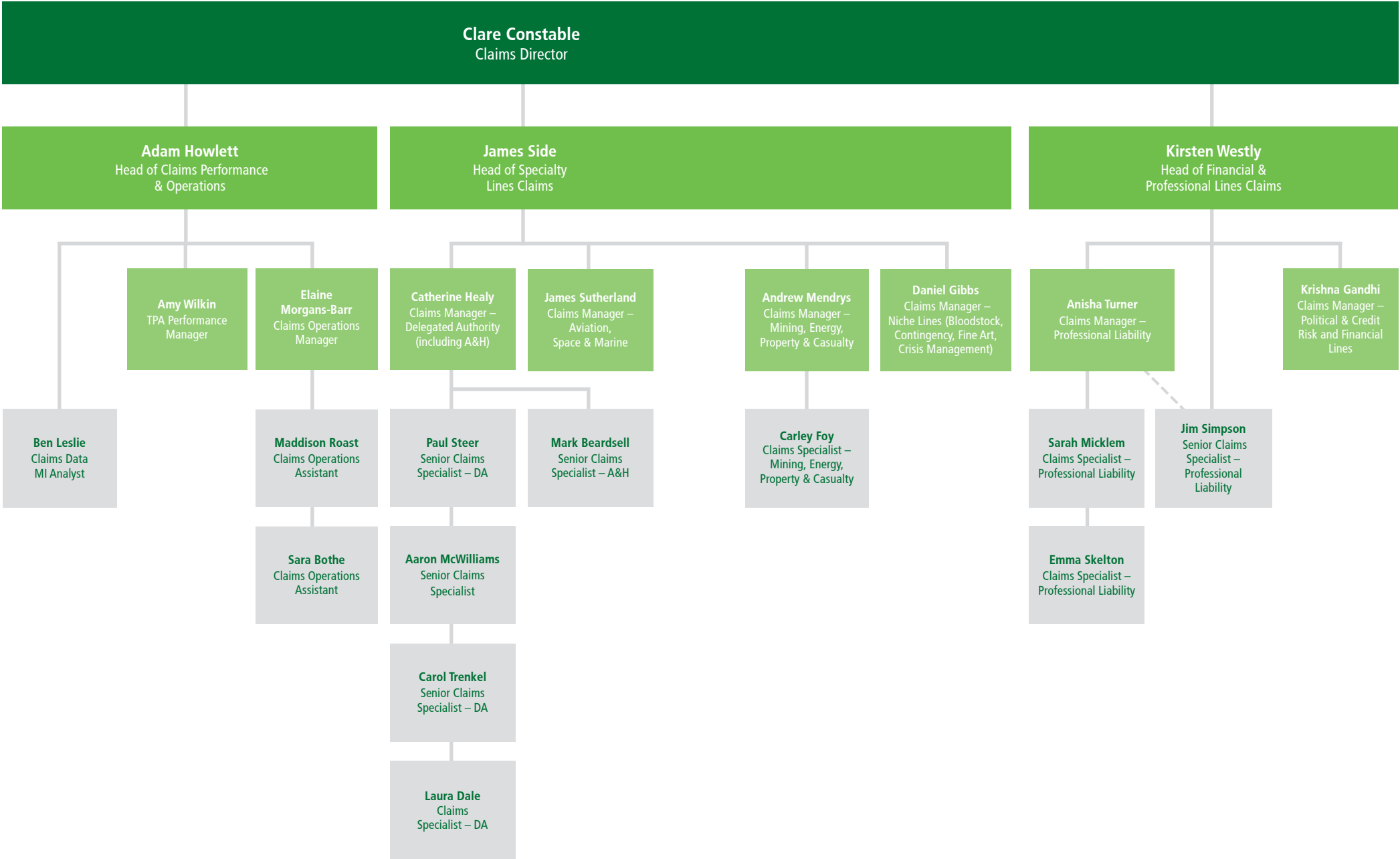
Mark has over 30 years' experience in the London Insurance Market across various classes of business. Prior to joining HGS – UK Branch, Mark spent nearly 6 years as a claim professional at Travelers specialising in the management of Accident & Health and Kidnap & Ransom claims.

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Claims Team Structure

HDI Global Specialty – UK Branch



Financial & Professional Lines Claims

Professional Lines



Anisha Turner
Claims Manager

Joined: 2013

Anisha has 15 years of industry related experience. Anisha's experience lies with Professional Liability business but she also has experience of dealing with large General Liability losses and Cyber business. Anisha's focus in recent years has been in resolving complex high value claims against US Law firms. Anisha's focus now as a Manager is to further strengthen our Professional Lines offering. Anisha is pursuing Solicitor qualification via the SQE route and is a CII member. Anisha has been given a place on the CII New Generation Programme, representing Claims.

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Jim Simpson
Senior Claims Specialist

Joined: 2016

Jim is a qualified solicitor with over 30 years of experience in a wide variety of lines. These days he focuses on the professional lines book, in particular the substantial solicitors' book where he specialises in working with insureds to resolve the most complex and challenging claims.

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Emma Skelton
Claims Specialist

Joined: 2018

Emma is a qualified solicitor with nearly 20 years experience in London Market Insurance handling Professional Liability claims. She joined HGS from Capita where she worked in the ARP handling claims against a variety of law firms. At HGS Emma deals with claims against large international law firms. Emma qualified as a solicitor in 2003.

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Sarah Micklem
Claims Specialist

Joined: 2018

Sarah has nearly 20 years' experience in London Market Insurance handling Professional Liability claims. She joined HGS from QBE where she specialised in handling claims against a wide variety of law firms, including 'Magic Circle' firms. Sarah now focuses on complex high value claims against large international law firms. Sarah qualified as a solicitor in 2002 and was in private practice for 3 years.

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Financial Lines, Political & Credit Risk



Krishna Gandhi
Claims Manager

Joined: 2021

Krishna joined HGS' UK branch as the designated Claims Lead for the new Political & Credit Risk offering in London and also oversees all Financial Lines Claims within the FinPro Claims Team. She joined from Neon where she was responsible for all Political & Credit Risk Claims and saw complex claims through to resolution on Professional, Financial and other Specialty lines. Before this she spent a number of years at what was known as XL Catlin and previously Catlin, starting her insurance career on their Graduate Programme. She is also part of HGS' UK branch shadow board – NextCo.

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Claims Performance & Operations



Elaine Morgans-Barr
Claims Operations Manager

Joined: 2011

Elaine has over 10 years' experience in the London Market working in Compliance, Claims and Performance & Operations.

Her current role focuses on managing change and delivering efficient, business-focused systems and processes across all classes of business.

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Maddison Roast
Claims Operations Assistant

Joined: 2020

Maddi has 2 years' experience in the London Insurance Market. Having worked in Claims Operations across

various classes of business to aid the claims team on several projects, most of Maddi's experience lies within Delegated Authority business where her current role deals with the oversight of bordereau processing.

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Sara Bothe
Claims Operations Assistant

Joined: 2021

Sara joined UK claims team after working in the Hannover office from 2018–2019. She has over two years of experience in the

insurance market across different roles within the Claims Department including the mapping of various systems and tools. Whilst having previously worked mainly in Delegated Authority, Sara's current role focuses heavily on Single Risk business and regulatory catastrophe reporting.

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Ben Leslie
Claims Data MI Analyst

Joined: 2019

Ben has over 10 years' experience working on insurance claims analysis, covering various different classes of business.

He has shown his versatility by broadening his knowledge and building on his skill base within other industries. His current focus is working closely with the claims managers to provide the data and insights they need on a day to day basis to support our clients and our business.

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Amy Wilkin
TPA Performance Manager

Joined: 2012

Amy has over 10 years' experience in the London Insurance Market having worked within Claims Handling and now

Claims Performance and Operations. Her current role focuses on managing the performance of HGS – UK Branch's portfolio of Third Party Administrators (TPAs) for all classes of business and providing both proactive operational support and challenge.

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How To Make A Claim – UK Branch

Our team of claims specialists are here for you, with around 500 years’ experience across all product lines written in UK branch – accessible either at our London office or via video conference, telephone or email.

In the event of a loss, in the first instance, please refer to the policy documentation as it will provide you with specific instructions on who to contact to start the claims process.

If you are still uncertain, please contact the relevant member of our claims team in this brochure or alternatively please contact our team mailbox:
hgs_uk_claims@hdi-specialty.com

How To Make A Claim – All Other Branches

In all our HDI Global Specialty SE branches we have a dedicated team of claims experts servicing and supporting our clients locally; we also partner with our preferred expert service providers, including Third Party Administrators (TPAs), where it adds value to the claims process.

Please refer to various branch contacts below, visit our company website claims contact page:
<https://www.hdi-specialty.com/int/en/services/report-a-claim>

For specific contact details or contact:
hgs_claims_queries@hdi-specialty.com



We Are Global – Supporting You Locally

We work collaboratively with you to develop mutually beneficial relationships for the long-term. We are locally empowered giving you the agility, stability and certainty to meet the challenges of the changing world.

- HDI Global Specialty SE, Hannover Re and HDI Global SE are all part of the Talanx Group.
- We write over 20 Specialty business lines from our global network.
- Dedicated Specialty offices worldwide.



	Talanx Group	
Policies in over 150 countries	In 2020 Talanx had gross written premium income amounting to €41bn	
A⁺ (Outlook Stable) A (Outlook Stable)	Standard & Poor's rating A.M. Best rating	110+ years of continuity as an international insurance group