

HDI-Gerling, DEKRA and Daimler Insurance Services enter a global partnership for worldwide settlement of transport claims

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- Claims settlement in 41 countries on all continents
- Digital claim files in 14 languages
- Uniform claims settlement process and IT system throughout the world

HDI-Gerling Industrie Versicherung AG and its partner, DEKRA Claims Services GmbH, have been cooperating with Daimler Insurance Services GmbH to launch an innovative model for processing transport claims. Claims in 41 countries on all continents are processed in the Global Cargo Programme (GCP) for marine insurance managed by HDI-Gerling. This is conducted in a service-centric approach and taking account of local conditions. Globally uniform claims processing with central control is assisted by a web-based online tool and creates new opportunities directed towards evaluating claims and implementing measures to reduce losses.

The software was developed together with Daimler Insurance Services specially to meet the needs of the automobile manufacturer. It supports all the workflows required for claims processing on the side of the customer and the insurer. DEKRA is the first contact for claims registration and is the processing partner for high-frequency claims. HDI-Gerling is here providing a partner who possesses global experience in cooperating with the automobile and insurance industries. DEKRA records the claims in the individual countries using a web-based, multilingual claims application. This enables claims to be processed properly and efficiently, while at the same time guaranteeing that all those involved at local and global level can directly access all the relevant claims information.

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“The central database means that we obtain an even better overview of the area of industrial insurance and we can accurately identify levers for achieving further optimisation,” emphasised Gerd Kaiser, Managing Director of Industrial Insurance at Daimler Insurance Services GmbH and hence the client.

“Our focus in restructuring the international insurance program for Daimler was specifically on taking account of the rising complexity in the area of industrial insurance and assisting Daimler Insurance Services as an innovative partner,” explained Rudi Glückert, Member of the Executive Board of HDI-Gerling Industrie Versicherung AG, Mainz branch.

“This project demonstrates why it is becoming increasingly important to adopt a global approach even for a company like DEKRA,” emphasised Clemens Klinke, Member of the Management Board of DEKRA SE and responsible for the Automotive Business Unit. “This is because our customers expect to be supported by a single partner in all the countries they are operating in with the same level of quality and dependability”

The entire project is being coordinated by a team of experts from Daimler Insurance Services, HDI-Gerling and DEKRA. Integration of an appropriate IT platform through the internal IT service provider of HDI-Gerling – Talanx Systems AG – provides a key module. DEKRA Claims Services in Stuttgart manages the project within the DEKRA Group. It works together with the DEKRA companies and partners in the specific country where the claim arose.

About HDI-Gerling Industrie Versicherung AG

HDI-Gerling Industrie Versicherung AG as an industrial insurer covers the needs of industrial and commercial customers for tailor-made insurance solutions. Alongside the outstanding profile of the company in the German market, where a majority of Groups listed on the DAX Stock Market Index are customers of HDI-Gerling, the company also has operations in more than 130 countries through foreign branch offices, subsidiary and peer companies, and network partners. HDI-Gerling is a company in the Talanx Group and manages the Industrial Lines Division within the Group. More than three thousand employees in this division generated some 3.8 billion euros gross premium in the year 2013. With premium income of EUR 28.1 billion (2013) and more than 21,500 employees, Talanx is Germany's third-largest and Europe's seventh-largest insurance group. The rating agency Standard & Poor's has given the Talanx Primary Group a financial strength rating of A+/stable (strong). You can find additional information by going to www.hdi-gerling.de and www.talanx.com.

About DEKRA

DEKRA is one of the world's leading expert organisations. The company currently maintains a presence in more than 50 countries. More than 32,000 employees are committed to ensuring long-term safety, quality and environmental protection. DEKRA SE is a 100 percent subsidiary of DEKRA e.V. and manages the Group's operating business. The DEKRA business units "Automotive", "Industrial" and "Personnel" represent professional and innovative services for everything to do with vehicle testing, expert reports, claims settlement, system certification, product testing and certification, industrial testing and building inspection, materials testing and inspection, consulting, qualifications and temporary employment. DEKRA generated a turnover of approximately 2.3 billion euros in 2013. You will find additional information at www.dekra.de.

About Daimler Insurance Services GmbH

Daimler Insurance Services GmbH is the insurance provider for the Daimler Group. Daimler Insurance Services GmbH insures sites and vehicles of Daimler AG against property damage and loss of profits due to business interruption. The Automotive Insurance Business Unit is also responsible for mediating automotive-related insurance policies to the Group's automobile customers. In Germany, Daimler Insurance Services also advises employees of the Daimler Group on insurance issues relating to private provision. Within the Daimler Group, Daimler Insurance Services GmbH is allocated to the Daimler Financial Services Division. You will find additional information at www.daimler-financialservices.com.

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