

CASE STUDY

Claims Peer Review

Client: London Market Lead Insurer

The problem

- Client required strategic claims review to access the ability to attain economic settlement of claims and ensure that Lloyd's standards set for lead adjusters are maintained.
- Needed Independent expert review to provide assurance on adequacy and effectiveness of the claims control environment.

VALUE CREATED

- Provided assurance that syndicate liabilities were handled effectively and that claims were being handled in accordance with policies.
- Maximised system usage and reduced paper filing by testing the use and maintenance of electronic files.
- Recommended and implemented process and systems enhancements.
- Undertook a quality controlled test of the adequacy of the claims information held.

Pro Global's Solution

Provided London market Claims expert with 20+ years experience who:

- Ensured appropriate management of the third party advisors as well as compliance with Lloyd's regulations.
- Tested effectiveness of claims adjusting team.
- Assessed the strength of reserving practise.
- Produced a bi-annual documenting claims control variances.
- Reviewed conflicts policy between Lloyd's and non-Lloyd's business.

For more information
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