

Our Customer Claims Charter.....

At BHIB Insurance Brokers we are committed to providing you with a prompt, professional, competent and high quality claims management service, tailored to your specific needs. As a minimum, we will:

- Acknowledge all new claims within 1 working day
- If your claim is for property damage, handle all aspects of your claim to include, reporting, presentation and negotiation with insurers and their suppliers
- If your vehicle has sustained damage, manage the repair or total loss process, liaising with insurers and their providers to ensure that you are without your vehicle for the shortest possible time
- Inform you of the progress of your claim at regular and appropriate intervals
- Support you when visited by a loss adjuster/claims inspector where necessary or at your request
- Assist and guide you through the protocols for liability claims and the documentation you are required to provide
- Inform you of settlement on each and every claim with a full breakdown of payments made
- Issue settlement cheques to you by first class post on the day of receipt with a full breakdown of the settlement.
- Assess and advise the impact of claims on your premiums and report at periodic intervals
- Wherever possible, pursue claims against third parties, both in respect of your repair process and/or any other losses you may incur, when they are responsible for an accident
- Provide you with out-of-hours contact numbers for all key staff
- Commit as a team to ensuring that all claims handlers maintain a strong, continuing professional development program and a high level of expertise
- Provide you with secure internet access to our online customer portal to report new incidents and view currently outstanding claims.

To discuss any aspect of our Customer Claims Charter please contact Tim Pearson, Head of Claims, on (0116) 2819164, (07769) 153675 or email tpearson@bhibinsurance.co.uk

