

Call us today on  
01603 760511



# Claims Management

Fast and efficient, we are on your side

Sometimes you have to claim on your insurance. With KTIB you can be absolutely certain that we will be available to handle your claim with the utmost professionalism.

You will immediately be appointed to our dedicated, award winning\* claims team who will handle your claim from start to finish.

We work for you and support you to ensure that your claims are handled promptly, fairly and with the minimum of fuss. Each Claims Technician has to achieve a minimum Cert CII qualification and they are overseen by a Claims Manager who is ACII qualified. Between them they have over 100 years of valuable experience to call upon, giving you the **peace of mind** that you are dealing with qualified and experienced insurance professionals.

**"Knowlden Titlow has always provided us with a complete package and a claims service second to none"**

Neil Bomford Haulage

\*Winners of the Insurance Times UK Claims Excellence Awards 2012, Broker Customer Care Initiative of the Year, and the Insurance Age UK Broker Awards 2010, Claims Service of the Year

Our industry-leading team will offer you advice, fight your corner and keep things moving – whatever is necessary to expedite your claim and cause the minimum of disruption for you.

To indicate the kind of service you can expect to receive, here are some of the highlights of our claims management service:

- **Claims Reporting** – Having harnessed IT development we can provide bespoke claims reports at the press of a button extracting management information for your business. We can spot accident trends, causation, frequency, problem drivers and produce reports as and when you need them.
- **Third Party Claims** – It is paramount that incidents are reported to your insurer as quickly as possible so that your insurer can contact any third parties, minimising the outlay for any vehicle hire costs, property damage and personal injury claims. This is known as FNOL (First Notification of Loss) capture. The aim is to reduce your insurance costs.
- **Goods in Transit Claims** - We operate a Delegated Authority for a major insurer undertaking the day to day handling of claims for a large Palletised Network. Our expertise in this area assures that we can offer specialist advice and guidance in processing your claims.
- **Home Insurance** – We have the authority to settle our Protector Plus scheme claims ourselves up to the value of £2,500. As this considerably speeds up the claims process it means that you will receive your settlement much sooner.
- **Pro-activity** – Our claims and broking teams liaise closely designing a risk management plan aimed at reducing risk within your business leading to an improved Health & Safety and claims record.

#### Online Claims Facility

This is one of our key differentiators and widely used by our clients to report, view and track their Motor Accident and Goods in Transit claims online. For details visit our Online Claims page on our website or give us a call.

#### Customer Feedback

We are always keen to hear from our clients and actively request feedback after a claim has been settled. We listen to any suggestions and will do our utmost to accommodate any changes or improvements.

**"We have worked with KTIB since 2006 and have been impressed by their prompt, professional and efficient handling of all enquiries, often outside of their remit"**

James Kemball



**Corporate Risk Solutions**