

# CASUALTY CLAIMS

Newline Group is headquartered in London and operates through two underwriting platforms, Newline Syndicate 1218 at Lloyd's and Newline Insurance Company Limited. Newline Syndicate 1218 also operates service companies in Singapore, Australia and Malaysia and has an underwriting division within Lloyd's Insurance Company (China) Limited. Newline Insurance Company Limited has a UK Regional Office in Leeds and a branch office in Cologne, Germany.

We will work with you to meet our Insureds' needs. Our ability to serve Insureds is backed by strong financial ratings and superior underwriting and claims expertise.

Our claims team has the capacity and expertise to provide specialist, fair and efficient handling of claims, allowing Insureds to continue with their daily business.

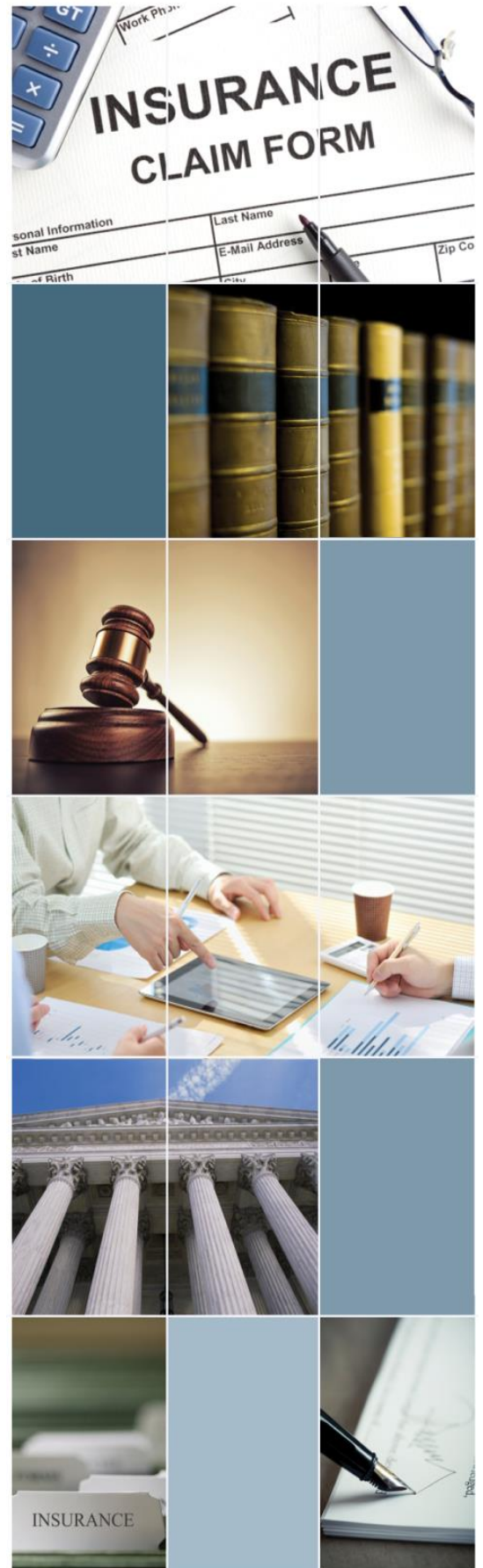
## Our Promise

- If an Insured's claim is covered by our policy, our highly specialised and dedicated claims team will work tirelessly to resolve the matter. We will work closely with our Insureds to ensure that all viable defences are asserted vigorously on their behalf and that the most suitable professionals are retained to protect their interests.
- We understand that being direct, proactive, efficient and responsive are all vital in providing the service that our Insureds deserve. We understand that often their reputations and even their business viability may be on the line. Knowing our Insureds and working with them to deliver the service that they have bought is key.
- Our claims team plays a critical role in ensuring that our Insureds are treated fairly and that we deliver over and above minimum standards, claims principles and FCA/PRA regulations.

## Our Philosophy on Claims Management

When managing covered claims, our claims team has two overriding objectives, namely:

- Protecting the interests of our Insureds
- Driving claims to the best possible outcome



# SERVICES

All claims are managed by highly specialised, technically competent and skilled professionals who assess the extent, if any, of our Insureds' liability to third parties and who determine the most effective strategy to ensure the best possible outcome.

We draw on our considerable experience when managing claims and use specialist external advisors to protect our Insureds' interests where necessary. We will discuss and continue to co-ordinate the defence strategy with our Insureds to achieve the desired outcome, whether that is an early negotiated settlement or the full defence of a claim to trial.

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