

Claims Management

Newline Group is a market leading specialty insurance group that operates through three underwriting platforms: Newline Syndicate 1218 at Lloyd's, Newline Insurance Company Limited and Newline Europe Versicherung AG.

From its headquarters in London, offices in Leeds, Cologne, Singapore, Toronto, Melbourne, Malaysia and Mexico City, and an underwriting division within Lloyd's Insurance Company (China) Limited in Shanghai, Newline Group underwrites international casualty, affinity and special risks and cargo business in more than 80 countries around the world.

We will work with you to meet your 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 claims management, 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 hard to resolve the matter.
- We understand that being direct, proactive, efficient and responsive is vital in providing the service that our insureds deserve. We understand that often insureds' reputations, and even their business viability, may be on the line. Knowing our insureds and working with them to deliver the service they have bought is key.
- Our Claims Team plays a critical role in driving fair outcomes for customers and ensuring we deliver on our promises.

Our Philosophy on Liability Claims Management

When managing covered liability claims, our Claims Team has two overriding objectives, namely:

- protecting the interests of our insureds; and
- driving claims to the best possible outcome.



All liability 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 liability claims and, where necessary, use specialist external advisors to protect our insureds' interests. We will discuss and continue to co-ordinate the defence strategy with our insureds to achieve the desired outcome, ranging from an early negotiated settlement to the full defence of a claim to trial.

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