

REAL ESTATE CLAIMS



Who we are

We are a dedicated, in-house, award winning claims team. The team has won the Insurance Times "Outstanding Broker Claims Team of the Year" award on 3 occasions (2012, 2014, & 2015) and won the "Outstanding Broker Claims Initiative" award as well in 2015.

All claims are handled by experienced, knowledgeable and qualified staff that have the ability to make decisions on their allocated claims - all staff have at a minimum the CILA Certificate and one has gained the CILA Diploma along with the ACII qualification.

We will provide a dedicated claims handler for your claim along with their direct dial and email address and we only use Loss Adjusters that share our customer service ethos and with whom we have built strong relationships over the years.

Should a claim fall outside of our Delegated Authority limits we will monitor it closely to ensure our customer service guarantees are met

Our service standards

Pen Underwriting aims to provide a "Best in Class" claims proposition which meets or exceeds our Regulatory responsibilities

- We acknowledge a new claim within 24 hours
- We will answer emails within 48 hours
- Once in receipt of all requested documents we will approve a claim within 48 hours
- Any payment reports or invoices are actioned within 48 hours

Compliments

"Thank you so much for all your help (and patience!) with this matter - having someone like you, 'on the end of an email', makes it so much easier !"

_____ Feb 17

"Thank you very much indeed for your friendly and efficient handling of this claim."

_____ April 17

"Thank you so much for letting us know the current position, to be honest your service in this claim from the start has been great and what one would expect in circumstances such as these - amazing job"

_____ July 17





About Pen Underwriting

In 2014, Pen Underwriting brought together some of the best known and most respected underwriters in the UK – Dallas Kirkland, e-Underwriting, Evolution, Ink, IRS, Keelan Westall, OAMPS, OIM, Think, Vela, Woodbrook, Zennor and the environmental consultancy OHES – to create a single, cohesive business offering underwriting with a difference.

Pen is a “virtual insurer” with a vision to create a profitable UK underwriting business with differentiated selection based on risk management, backed by quality underwriters and added value services, thus becoming the insurer of choice for brokers and fully supported by insurance carriers.

Pen Underwriting understands that claims form a critical component of our offering, the moment the policy becomes tangible and we are relied upon to deliver upon our commitment to our customers.

Our core pillars are:

- Differentiation
- Expertise
- Adding Value
- Ease of doing business



Who to contact

For general Real Estate claims enquires please contact **01420 471991** or e-mail **UK_RealEstate_Claims@penunderwriting.com**

For all other new business enquiries, contact **UKGeneralEnquiries@penunderwriting.com**