

# SOLICITORS PI CLAIMS



## Who we are

We are a specialist in-house Solicitors PI claims team. Our expertise in this area means we aim to offer and provide an unparalleled and market leading service. We understand the needs of our customers and we adopt a collaborative approach with all of our policy holders to ensure that we defend and, where appropriate, settle claims in a timely, professional and cost-effective manner.

We don't have a one-size-fits-all approach; instead, our claims service is tailored to Solicitors PI claims and to the specialist needs of our clients

Should it become necessary to instruct legal experts, we have a panel of market-leading and nationally recognised law firms, each with renowned specialism in defending claims against solicitors – as such, we have formidable legal resources at our disposal.

Due to strong relationships with our panel firms, we are able to add expertise to our claims team by appointing experienced secondee solicitors, allowing us to deal with complicated legal issues in-house and on a cost-effective basis.

We understand that professional negligence claims can be daunting from a policyholder perspective - as such, we will always provide our customers with a dedicated point of contact, and we will take the time to discuss the claim with the policyholder if required, to provide the appropriate level of advice and support.

We look to develop a true partnership between all parties involved in the claims process, producing close working relationships based on trust. This encompasses customers, colleagues and external parties.

Our service standards:

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

- We will respond to a new claim within two working days of receipt.
- We will respond to any piece of incoming correspondence within five working days of receipt.
- We will process claim payments expeditiously and in accordance with the specific demands of the claim.





## 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 claims enquires and all new claim notifications please contact Billy Hinken, Head of Claims, on **020 3040 6423** or by e-mail **[billy\\_hinken@penunderwriting.com](mailto:billy_hinken@penunderwriting.com)**

For claims summary requests please e-mail **[UK.London.Pen.CS@penunderwriting.com](mailto:UK.London.Pen.CS@penunderwriting.com)**

For all Solicitors PI underwriting enquiries please contact Paul Crilly on **020 7560 3137** or e-mail **[paul\\_crilly@penunderwriting.com](mailto:paul_crilly@penunderwriting.com)**

For all other new business enquiries, contact **[UKGeneralEnquiries@penunderwriting.com](mailto:UKGeneralEnquiries@penunderwriting.com)**