



## INTRODUCING THE SWIFT CLAIMS TEAM

### Swift Claims Team

- ✓ A new proactive, experienced and empowered property claims team who can directly liaise with the insured to speed up the claim lifecycle, where appropriate.
- ✓ The ability to quickly and efficiently manage low-value buildings and contents claims, once the claim is established as suitable for Swift.

### Our Service Promise

- ✓ New notifications will be actioned, acknowledged and next steps advised within 7 working hours from receipt.
- ✓ Flexible approach to claims settlement.
- ✓ Payments processed within 24 hours, on receipt of all required information.

### What information we need from you?

To submit a claim in the first instance, the below information will help us determine whether the claim is suitable for Swift and the more information we receive at FNOL the quicker we can determine coverage and proceed to settlement:

- ✓ Policy number
- ✓ Name of Policyholder
- ✓ Policy Schedule and/or Certificate (where appropriate)
- ✓ Date of loss or discovery
- ✓ Loss location
- ✓ Cause of loss/Description of the incident (photos of damage where applicable)
- ✓ Best contact with whom to investigate (Name, number, email)
- ✓ Estimated loss (where applicable a tradesman estimate, with breakdown)

### Making a claim with the Swift Claims Team

✉ Arch Swift Claims: **[commercial.claims@archinsurance.com](mailto:commercial.claims@archinsurance.com)**

☎ Arch Swift Claims: **0345 258 3880**

🌐 Claims Notification Centre

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### Swift Claims Criteria

The following insured perils qualify for handling by our Swift Claims team. Where exceptions apply, they are indicated in the second column.

Peril	What may take this out of Swift?
Escape of Liquid	<ol style="list-style-type: none"> <li>1. Initial reserve clearly over £5k?</li> <li>2. Alternative accommodation 3 days +?</li> <li>3. Multiple properties damaged</li> <li>4. Property uninhabitable</li> <li>5. Flood (Storm Claims)</li> </ol>
Storm	
Theft - Buildings Only	
Impact	
Accidental Damage	

### Our Claims Philosophy

Our award-winning in-house Claims team is built on five key principles: expertise and empowerment, customer-focused solutions, speed and responsiveness, communication and transparency, and integrity and collaboration.



**Speed**



**Relationships**



**Expertise**



**Customer Solutions**



**Communication**

### Our Award-winning Team



**Winner**  
5 Star Claims Winner  
2024



**Winner**  
2025 Underwriting  
Service Quality Marquee



**Winner**  
Broker Partner  
of the Year



**Winner**  
Insurance Times Commercial Lines  
Survey 2025, 5 Stars