

## Accident & Health Claims now In-House

Arch's claims service, renowned for its five-star awards, is proud to announce its latest expansion into the Accident & Health sector. With a client-centric approach, we've transitioned our claims management in-house, ensuring that our brokers and clients receive a comprehensive and streamlined service experience from start to finish. Our claims team have years of expertise and are well-equipped with resources. They are available to meet your service requirements and assist with any inquiries you may have. This evolution in our service reflects the same commitment to excellence that has earned us industry recognition and accolades from our broker partners, and underscores our dedication to developing the exceptional talent within Arch Insurance.

### Our approach to doing business

#### Collaborative and Inclusive

Collaboration and inclusion are at the heart of everything we do. Our approach is founded on integrity, empathy and working together with our brokers and mutual customers to build trusting and respectful partnerships.

#### Solution-focused

Our breadth of expertise and experience enable us to better understand our markets, the nuances of our brokers' and customers' needs and pursue more effective solutions to respond to their specific circumstances.

#### Relationship-driven

We aspire to be trusted partners to our brokers and ensure the highest claims standards for our mutual customers. Our responsive, proactive, and dependable claims teams are committed to building long-term relationships based on transparency, regular communication and quality of service.

### Key claims contacts



#### General Information

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