

# Claims

## 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



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