

# WBD Claims Financial Lines Claims Handling

**May 2022**



# Introduction

Womble Bond Dickinson has specialised in handling insurance claims across multiple classes of business for over 45 years.

We have genuine sector expertise and many of our fee-earners have spent time on secondment with insurers or broking houses gaining commercial insight into the challenges facing insurers and insureds, as well as an in-depth understanding of the insurance market.

Our team is part of a full service commercial firm. This means that we are uniquely placed to draw on the knowledge of a wide range of lawyers who are experts in a diverse range of subjects, business sectors and industries relevant to insurance claims.

As part of our continual commitment to enhance the service we provide to our clients, we offer a specialised claims handling service - WBD Claims. This offering builds on our previous experience in successfully operating claims handling schemes and numerous different types of fixed fee work for insurers, brokers and private clients.

This bespoke service operates as a separate unit and is led by specialist claims handling experts. This experience enables us to understand the pressures faced when outsourcing the claims function and allows us to tailor our service to meet specific needs, supported by our extensive IT and market leading claims handling platform.

If you would like any further information on our service...



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# Benefits of WBD Claims Handling

We understand the pressure points companies face when outsourcing claims, whether that relates to quality of handling, maintaining relationships or cost.

## **By utilising the services of WBD Claims you will gain access to the following capabilities and core values:**

Same quality handling as you would expect if you handled the file in house

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Experienced and commercial claims handling

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Proactive management of claims to reduce lifecycles and therefore cost

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Problem solving mindset

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Low panel instruction rate

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State of the art claims management software and MI reporting

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Sensible pricing/cost certainty

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Access to benefits of full service law firm

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Excellent relationships with brokers

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London Market Experience

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## **Resources**

We have claims handling staff based in many of our UK offices. Improved IT capability allows for real time cross-team collaboration

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Claims handling relationships are managed out of London

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Significant extra resource available for large scale projects through our WBD Advance offering

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# Systems and MI

WBD Claims will always aim to be market leading in terms of technology. Our offering is powered by Virtualfiles - a market-leading claims management platform which enables us to meet all of our clients' requirements around claims handling:

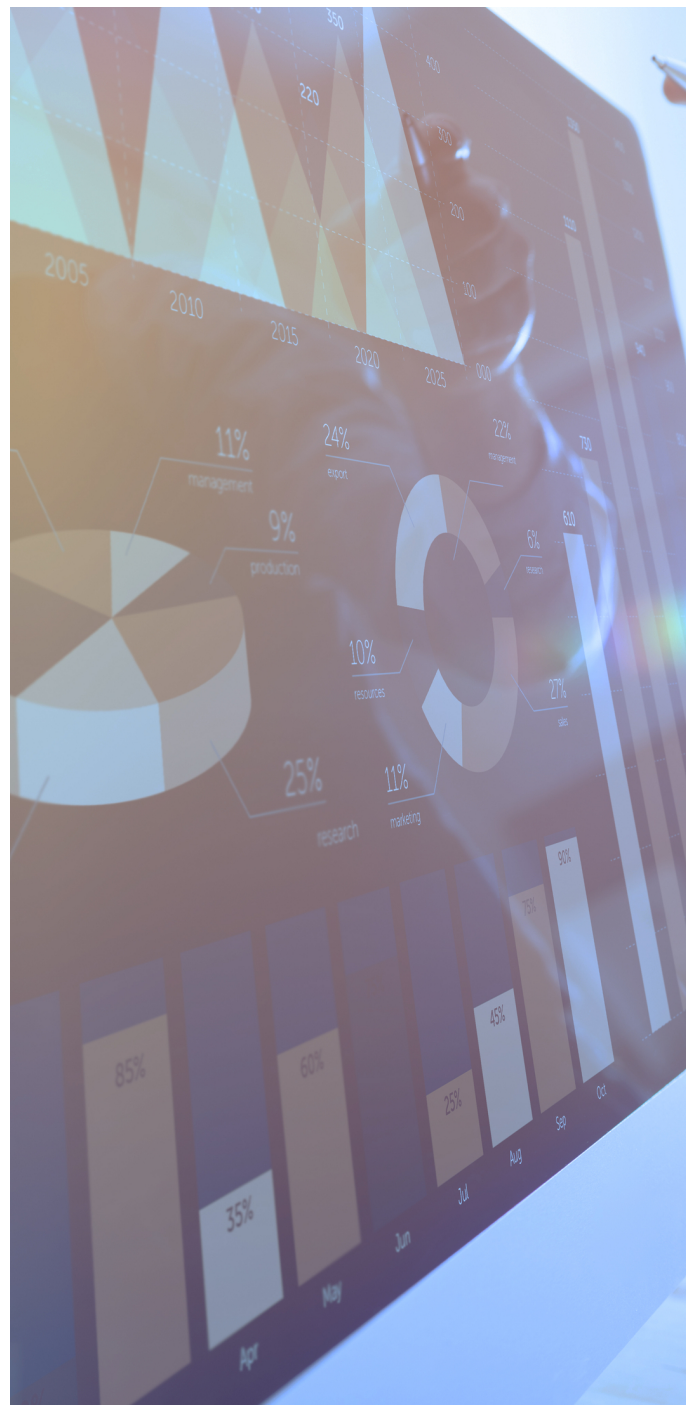
Remote client access including ability to see all claims under management individually, full claims documentation, repository of MI reports, tasks and an interactive summary of the account.

Built in service level agreement workflows developed on an individual client basis that enables us to manage claims much more efficiently and focus on the issues that are important to you.

Ability to report on all aspects of claims life cycle and financial data and to communicate all information directly to client's internal systems.

**This system also provides and includes:**

- Insurance based system tied to policy records
- Future AI capability
- Easy to arrange multi-party access where multiple stakeholders are involved
- Ability to monitor policy limit and aggregate deductible erosion
- Easy transferring of data between systems





# Claims Handling Capabilities

We are able to deal with all types and classes of financial lines claims from our multiple locations in the UK. We are also able to assist with all aspects of the claims life cycle, even if it is just helping you in making sense of the claims data you hold, utilising our claims management software.

## How we can help

Part of lifecycle or whole lifecycle claims handling

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Hosting and analysis of claims data

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Run off and ECF work

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Within deductible claims handling

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Surge assistance

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## Who we work with

Solicitors

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Independent Financial Advisers

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Construction (D&C)

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Architects and Engineers

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Surveyors

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Accountants

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Insurance Brokers

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IT/Tech/Miscellaneous

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D&O/EPL

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Cyber

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Financial Institutions

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‘first-rate practice.  
Meticulous, calm and  
measured approach from  
the whole team..’

**Legal 500, 2022**

# WBD Claims experience and information

## Examples of our expertise

Providing delegated claims handling services in relation to large London Market and international broker packaged professional indemnity schemes

Providing delegated claims handling services directly to leading London Market insurers for financial lines claims

Assisting private clients directly with their claims handling and litigation needs on a fixed fee basis within their own self-insurance across a number of different business areas

Providing a range of fixed fee solutions to a high profile international insurer of a large IFA network including Ombudsman and Pre Action work

Providing a range of fixed fee solutions to a private client in response to an influx of pre-action claims and notifications

Assisting leading London Market and international insurers in pursuing recoveries across multiple business types on a CFA basis

## Value add services available include:

Regular review meetings

Helplines, case surgeries and clinics

Webinars, seminars and bespoke training

Product development

Secondments and reverse secondments

## Fee options

Fixed fees

Capped fees

Tiered fees

Retainers

*"They are commercial and go above and beyond when giving support and advice, they are always helpful."*

**Chambers & Partners, 2022**



# Key contacts

Dedicated unit managed by claims professionals sitting separately from legal teams but with access to their help and support across our national footprint



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# Womble Bond Dickinson (UK) LLP at a glance



**7** Locations  
across the  
UK



**UK** Edinburgh  
Newcastle  
Leeds  
London  
Southampton  
Bristol  
Plymouth



More than  
**120** Partners  
**450** Lawyers

Access to Europe  
through strategic  
alliances in France  
and Germany

## Chambers UK



**+170**  
rankings

recommended across  
**67** practice areas  
with 22 top tier  
rankings

**110**  
lawyers recommended



**UK Top**  
**20** Law  
firm



**Ranked**  
**102<sup>nd</sup>**  
global law firm  
by revenue

## Our sectors



Energy &  
Natural Resources



Healthcare



Manufacturing



Private  
Wealth



Transport



Financial  
Institutions



Insurance



Life Sciences &  
Pharmaceuticals



Real  
Estate



Retail &  
Consumer



Technology

In the UK we  
represent  
more than

**80**  
publicly listed  
companies

Ranked in the  
**Top 30**  
most innovative law  
firms in Europe in  
the Financial Times  
Innovative Lawyers  
Report

March 2021

