



## Press Release

21 July 2011

### **Chartis claims service comes out on top in recent New Zealand insurance survey**

In an Insurance Brokers Association of New Zealand (IBANZ) survey published this month, insurance brokers operating in the Christchurch region provided insights on the service they have experienced from their insurers, following the catastrophic Canterbury earthquakes.

Chartis New Zealand was the leader, according to the survey, in the following categories:

- **Flexible in interpretation / response on policy wordings**
- **Being reasonable when requesting information (considering the circumstances)**
- **Performance with interim payments**
- **Overall claims handling**

With substantial worldwide experience in handling catastrophe claims, Chartis was able to deploy resources and reduce bureaucracy to ensure that our customers were looked after and provided with help at the earliest opportunity. Chartis' goal has been to assess damage quickly and provide help that aims to get our customers back in business as soon as possible.

John Sabalis, the Chartis New Zealand Claim Manager, has had almost four decades' experience in insurance claims around the world. He commented that Christchurch was "off the charts" in terms of the severity of damage and the loss amounts involved after the 22<sup>nd</sup> February earthquake. "In my time with Chartis I have worked at least seven catastrophe situations in several countries. The lessons I learned were to meet the customer quickly, assess their needs, and get money into the hands of the people who need it".

Cris Knell, CEO Chartis New Zealand commented "The results of the IBANZ survey are a testament to the effort and dedication of the Chartis claims team and their support network. Over the past 10 months they have delivered on Chartis' promise to our customers and have contributed in helping to get Cantabrian businesses back on their feet. I'm delighted that the Chartis team's hard work and professionalism has been recognised".

As a leading commercial insurer, Chartis remains committed to working in unison with the insurance brokers, our business partners and our customers in Christchurch, as we help to overcome the enormous challenges facing the city and its communities.

---

Chartis is a world leading property-casualty and general insurance organisation serving more than 70 million clients around the world. With one of the industry's most extensive ranges of products and services, deep claims expertise and strong financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at <http://www.chartisinsurance.com>. All products are written by insurance company subsidiaries or affiliates of Chartis Inc. In New Zealand, insurance products and services are provided by American Home Assurance Company (New Zealand Branch), trading in New Zealand as Chartis.