

Claims Services

At Chartis U.S., our extensive claims network and in-house expertise allow us to respond quickly to our clients' claims needs. We provide our clients with prompt and responsive claims services.

Furthermore, our experts work in close contact with our underwriters for a more thorough understanding of our customers' needs, resulting in more satisfying claims outcomes.

The breadth and depth of our organization gives us the ability to dedicate specialized staff to address unique issues. With over 6,000 claims professionals, Chartis U.S. provides dedicated units for a variety of risks, including:



- **Excess Casualty:** 200 technical staff including 130 lawyers
- **Commercial Property:** 70 technical staff
- **Medical Malpractice:** 66 technical staff including 16 lawyers
- **Aviation:** 52 technical staff
- **Directors & Officers:** 102 technical staff including 73 lawyers
- **Professional Indemnity:** 83 technical staff including 43 lawyers
- **Workers' Compensation:** 986 technical staff deployed in 26 states in a fully paperless operating environment
- **Pollution Insurance Products:** 81 technical staff, including 54 lawyers, 10 dedicated engineers supervising clean ups, and 16 staff with a background in engineering or environmental science

A few facts about our claims capabilities:

- We paid over \$17.7 billion in total claims in 2008.
- Our teams handled over 500,000 claims in 2008.
- We have one of the largest, most specialized claims departments in the industry with unmatched credentials.
 - Claims staff averages 11 years industry experience.
 - Our staff averages more than two decades of experience writing specialty/ complex lines.
- Our commitment and longevity in the insurance market means we'll be here to handle our policyholders' claims in the years to come.
- We have a dedicated structured settlements department that works closely with claims professionals in the claims resolution process to maximize savings to the insured.
- Chartis U.S. has a nationwide presence and global experience. We have:
 - panel counsel firms that cover every jurisdiction in the U.S.
 - 25 service centers and numerous dedicated/ specialty claims staff located nationwide.
 - 33 staff counsel offices in 13 states.
 - extensive experience with both U.S. and international claims.

For more information, contact a Chartis representative or visit <http://www.chartisinsurance.com>.