

# The Vero Claims Service Offerings



At Vero, we are committed to creating a positive customer experience during the moments that matter and delivering Best-in-Class Claims Service.

We understand claims can be stressful for customers which is why we are committed to your success. We are focused on delivering quality services enhanced by our continual investment in innovative technology and our people. Our commitment to customers is that we will treat them fairly and consistently, as we would wish to be treated ourselves. To ensure consistency across all financial services, regulatory changes have now included Claims Handling as a Financial Service, and as such, we ensure our claims processes are aligned to those requirements. As part of our commitment, we aim to settle straightforward claims with ease and to engage with you on more complex claims, in response, we have enhanced our claims service through:



## Claims Service

- Prioritising our relationships with brokers and listening to your needs.
- Investing in a market-leading event response technology to ensure we can readily provide you with the support in times you need it most.
- Having dedicated Claims Officers for Commercial Property, Speciality, and Event claims so you have a single point of contact throughout the claim process.



## Expertise

- To meet the growing demands in the commercial market, we are investing in our people to bring expertise in-house to provide faster and more effective decisions on technical aspects of claims.
- Developing quality partnerships with our suppliers who make doing business with us easy and share our values to deliver exceptional service.
- We are committed to reviewing your feedback to build technical ability, improve our services and manage performance.



## Technology

- We are utilising automation to advance our claims management processes and deliver optimal results for you and your customers
- Driven to simplifying claims so we can invest more time on the complex claims.
- Committed to the ongoing exploration of technology to enhance and improve the customer experience.



## Fairness and Compassion

- To ensure consistency across all financial services, regulatory changes have now included Claims Handling as a Financial Service, and as such, we ensure our claims processes are aligned to those requirements outlined here.
- We understand everyone can be vulnerable at various times in their lives and may need support, extra care, or protection due to personal circumstances. For such circumstances, our claims staff have the resources and expertise to ensure your claim is handled with the utmost care and compassion.
- We hold our partnered suppliers accountable through regular performance reviews to ensure our customers receive the best service possible.
- We are dedicated to continuing to pay claims in a fair, consistent, and timely manner.

We are dedicated to working with you and your customer to ensure your customers can get back to business.

We are here to help your customers through the entire process. We are committed to listening to your feedback and continually improving our claims service to make it easier to do business with us.



Speak to one of our Vero representatives today