



AFFINITY SOLUTIONS

a member of the Volante Global Group of Companies

MARKET LEADING CLAIMS SERVICE

in partnership with Davies and DAC Beachcroft

Market leading claims service

Affinity Solutions are committed to providing our clients with a market leading claims service.

Through utilisation of our established nationwide network of partners we will provide:

- Cross class expertise
- A streamlined claims service from notification to settlement.
- A comprehensive range of tailored desk and field-based solutions
- Access to multi-award-winning insurance claims service providers
- Coverage 24/7/365 for volume lines
- Experience in handling low value attritional losses through to major incidents
- For our property, casualty and personal accident policy sections claims, claimants will be directed toward Davies.
- For claims relating to Professional indemnity, D & O and Fidelity, claimants will be directed towards DAC Beachcroft

We provide a single, consistent claims-handling service for all our territories and products. This is a central part of our commitment to providing a holistic solution for all our clients.

LEARN MORE ABOUT AFFINITY SOLUTIONS

To find out more about the advantages of working with Affinity Solution, please contact:

STEPHEN KIEDISH

Managing Director, Affinity Solutions

T: +44 (0)203 795 2985

E: stephen.kiedish@volanteglobal.com

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The Davies team consists of 1,800 professionals working across 30 locations in the UK, Ireland and Bermuda. Davies are headquartered in the City of London, with command centre operations in Stoke, Colchester, Birmingham, Peterborough & Dublin. Davies provide Affinity with:

- A market leading specialist claims management and adjusting solution
- Adjusters that are licensed to reflect their skills, experience and qualifications.
- A field force with an average of 20 years relevant experience and hold over 100 academic and professional qualifications.
- High levels of customer satisfaction
- The inclusion of policyholders in the liability decision process throughout the life of the claim
- Service, Scale and Sustainability
- An unrivalled track record of excellent service delivery.

Davies Property

- 90+ desk based claims handlers
- 100 loss adjusters/inspectors.

Davies Casualty

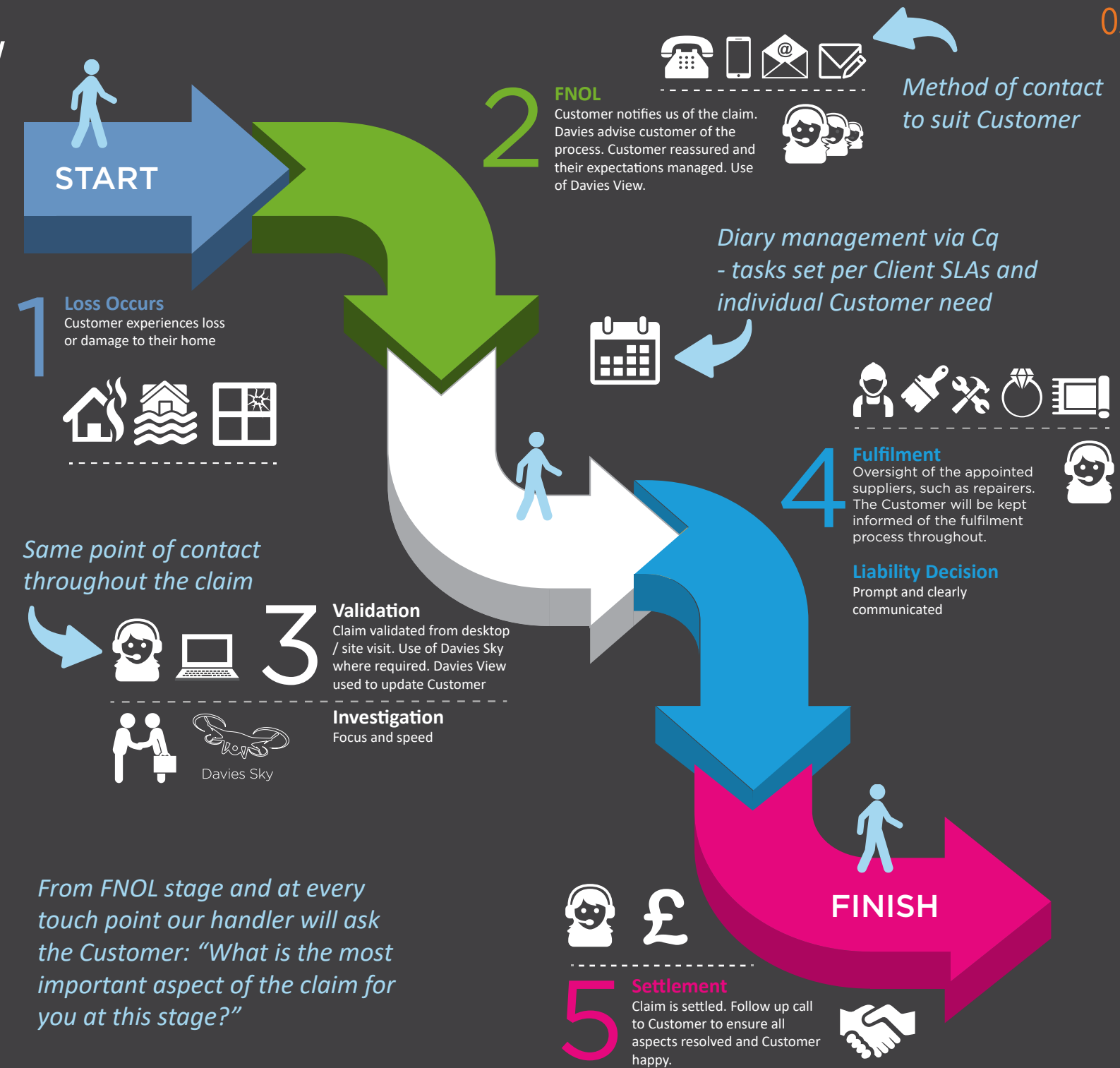
- 140 specialist UK adjusters & technicians
- 60 desk-based casualty specialists
- Leading provider of liability claims management solutions in the UK

Davies Technology & Innovation Investing in technologies that add value for customers including:

- Single IT platform across UK.
- A modern claims management system, Cq, delivering robust workflow management.
- IT technologies to better support the customer needs from FNOL to settlement through a wide range of customer comms, mobile and tablet applications, video and audio evidence capture, drone technology
- Web based access to claims files for broker partners via the web portal CqLive.
- Bespoke quality management information for customers
- Early identification of claims to be investigated for fraud

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Customer Journey



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DAC BEACHCROFT

DAC Beachcroft aim to provide an unrivalled level of service, combining a detailed knowledge of the markets in which you operate with technical excellence.

Market Leading Specialist expertise

- A broad-based commercial firm serving a wide range of sectors with a strong heritage in insurance, financial services, technology, property and real estate, healthcare and energy.
- A tailored service for the handling of claims, from an initial notification through to resolution.
- Specialist knowledge, experience and expertise and the ability to work closely with you to proactively to manage and resolve claims by delivering an effective service which reflects your business' values.
- A bespoke claims handling service supported by a highly experienced and successful claims handling team, recognised as a leader in this market.

Strength and Diversity

- DAC Beachcroft is an international law firm with more than 2,500 professionals (including 150 partners and 1100 lawyers specialising in insurance and reinsurance matters) – one of the largest insurance groups of any law firm.
- DACB have a national network of offices across 11 UK locations providing you with a comprehensive service on a nationwide basis.
- Specialist knowledge, experience and expertise and the ability to work closely with you to proactively to manage and resolve claims by delivering a service which reflects your business and an delivers an effective service.



A **LEADING** INTERNATIONAL LAW
BUSINESS