

CLAIMS SERVICE

1. Added value and client focus:

- Tailor made claims service : individual approach based on the structure and expectations of each separate client and the insurance cover(s) in place;
- Always looking for added value : from full integrated claims handling to “brain picking” object as sounding board for our clients (depending on our clients’ wishes and the extent of availability of their in house claims handling facilities’);
- Prompt, to the point, proactive and solution minded to our clients’ satisfaction;
- Direct and transparent contact with all parties involved (clients, underwriters, third party claimants, experts, surveyors, solicitors etc) in order to facilitate good internal and external communication.

2. Dedicated team:

- A flexible team of specialised, dedicated, passionate claims professionals with different and complementary education, (market) experience, knowledge and approach to be deployed so as to meet the clients’ needs;
- 2 sub divisions:
 - **MAS** (MARINE AND AVIATION) team dealing with :
P&I (Protection and Indemnity), FD&D (Freight, Demurrage and Defence), H&M (Hull and Machinery), IV (Increased Value), Loss of Hire, War, K&R (Kidnap and Ransom), credit risks, aviation claims, etc
Contact: marine.claims@belgibo.be
 - **BIC** (BELGIBO INDUSTRY, CARGO AND MARINE LIABILITIES) team dealing with :
 - (a) **INDUSTRY** : insurance claims relating to : companies’ civil liability, CAR (construction all risk), property/ fire, automobile fleet, travel and cyber(crime), employee benefits : hospitalization, (workers’) accidents, etc
Contact: industry.claims@belgibo.be
 - (b) **CARGO and MARINE LIABILITIES** : insurance claims relating to : transported cargo, charterers liability and defence, transport operator and terminal/stevedore operator liability, freight forwarders and NVOCC liability, customs liability, etc
Contact: transport@belgibo.be