



Our Cargo Claims Capabilities

The Global Broking Centre (GBC) Claims team comprises specialist claims experts from all product lines in one bespoke claims unit, organised by line of business and with cross-class sharing of relationships and specialist knowledge.

Andrew Green heads our Cargo claims team and is well positioned to represent clients' interests, having held Head of Cargo positions within two of London's largest insurers before joining Aon.

Andrew leads a team of four dedicated, highly experienced cargo adjusters, all working to a philosophy that "the better we know you and your business, the better we can represent your interests".

Individual class-specific teams work alongside placing colleagues, ensuring close cooperation between our placement and claims team.

The team offers highly technical expertise with our in-house consultants, market-leading negotiators, lawyers, experienced brokers, an average adjuster, and foreign language speakers.



A wide array of solutions

Unlike some brokers, we go beyond the usual range of claims management services and offer advocacy, pre and post-loss services and consultancy along with a formal claims governance and escalation agreements with carriers.

Our involvement starts with the negotiation phase of a policy even before its inception, when we work hand in hand with the client, the placing team and the carriers.

As part of our pre-loss consultancy claims services we:

- assess the suitability and resources of lead insurers
- provide market information on the claims handling capabilities of insurers
- provide assistance in policy drafting and negotiation of policy wording and market placement
- define and implement claims handling procedures
- select and manage third party expert services, such as loss adjusters and surveyors, lawyers
- offer structure workshops that test realistic loss scenarios to validate programmes

We're here to empower results

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Our claims advocacy services include:

- receipt and review of loss notifications and documentation for first and subsequent advices to insurers
- ensuring our clients receive the full benefit of the cover provided
- reconciliation of any potential conflicts between interested parties
- managing the payment process

In addition, we provide the following consulting services:

- client guidance regarding the effective and strategic presentation of claims
- negotiating early admission of liability from insurers and interim payments
- leading periodic claims review meetings with insurers and third parties
- post-loss policy suitability review

The result is a bespoke claim solution tailored to the individual client's needs and business peculiarities.



Governance & escalation

We maintain formal claims governance and escalation agreements with some of the world's leading insurers. In the event of a technically or commercially sensitive claim, these agreements allow us to partner with client claims teams to reach effective resolution.



A dedicated claims team

Within the GBC Claims team, we have a dedicated Cargo Claims team.

Our cargo clients cover a huge range of industries including but not limited to some of the world's largest:

- Petrochemicals companies and metal refineries
- Banks, financial institutions and commodity traders
- Multinational manufacturers
- Project Cargo
- Cargo automobiles

About Aon

Aon plc (NYSE:AON) is a leading global provider of risk management, insurance brokerage and reinsurance brokerage, and human resources solutions and outsourcing services. Through its more than 50,000 colleagues worldwide, Aon unites to empower results for clients in over 120 countries via innovative risk and people solutions. For further information on our capabilities and to learn how we empower results for clients, please visit: <http://aon.mediaroom.com>.

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