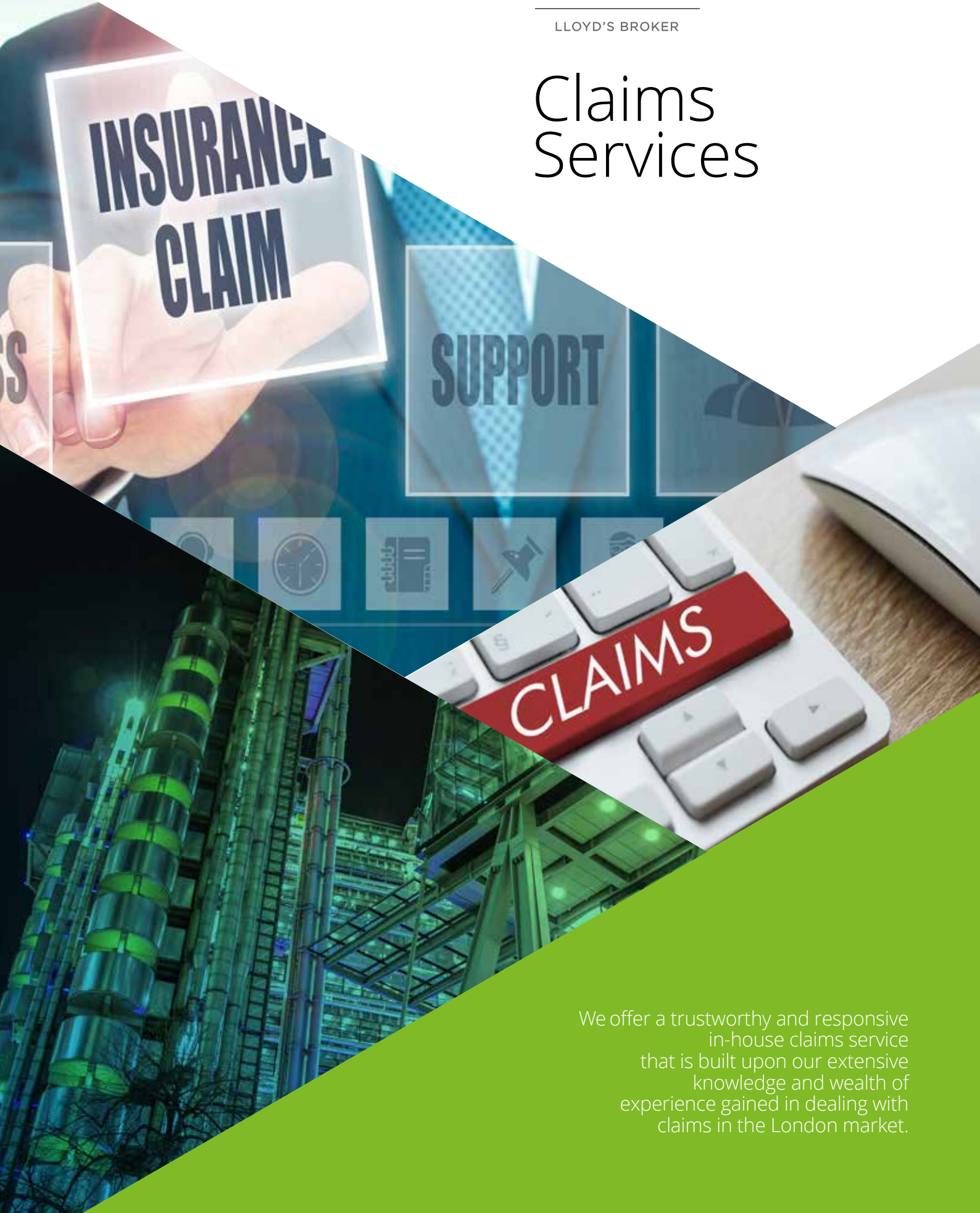




CITYNET

LLOYD'S BROKER

# Claims Services



We offer a trustworthy and responsive in-house claims service that is built upon our extensive knowledge and wealth of experience gained in dealing with claims in the London market.

**We believe in a personal approach and take the time to fully understand our clients' needs and requirements. We believe our forward-thinking strategy and adaptability makes Citynet the ideal choice from a claims perspective.**

Citynet recognises that responsiveness is key, and our claims department excels in delivering timely solutions tailored to your needs. We take pride in being a dedicated team, committed to serve you with the utmost professionalism and care.

### WHAT WE DO

We understand the impact that a claim can have on your business which is why, when a loss occurs, you will be assigned a dedicated handler who will work closely with all parties on your behalf.

Our handlers deal with a variety of claims from high-value liability losses to multi-million-pound property losses, and industrial injuries including fatalities.

We will look for swift and streamlined solutions, to achieve a quick result that is fair, reasonable and satisfactory. Whenever a claim is made, it is our aim to make the Insured's policy work for them.

We stand up for our clients by thoroughly investigating coverage issues and challenging decisions whenever required.

In instances where challenges arise, our experienced team is readily available to offer guidance and reassurance when they are needed most. In the fast-paced world of wholesale insurance, trust is paramount, as is fostering confidence in our clients that their claims are in capable hands.

We understand the importance of dependable support during unforeseen events, and our team is here to help navigate the complexities of the claims process.

### HOW TO MAKE A CLAIM

Claiming promptly helps us support your best interests and whether it's a minor inquiry or a complex claim, the team is ready to provide the support you need, when you need it.

We aim to notify insurers within 24 hours, however, if you require urgent assistance, please call the number below so we can prioritise your case.

### OUR RECORD

Many

Years of combined claims experience, with a wealth of knowledge of different areas in the insurance industry

28,000+

The Citynet claims team has handled to date more than 28,000 cases from first advice to settlement

£10.5m

Largest claim managed to point of settlement

Partnership

We share our experience to help your clients avoid a loss in the first place

**Hannah Lincoln**  
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