

## CLAIMS APPROACH - Financial Lines

### Our Philosophy

At DUAL, we have an in house financial lines claims team who are specifically dedicated to handle all incident notifications and claims.

Our team comprises of legally qualified claims handlers with significant legal and industry expertise who will work with you to handle your claim from notification through to resolution.

In addition, DUAL has established a panel of law firms with specific expertise in the various industries who will work with you under our direction to ensure claims are handled in a cost effective, speedy and professional manner.

DUAL has handled in excess of 2,000 claims in it's 7 years.

### Our People

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##### National Claims Manager

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##### Claims Contract Review Officer

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The National Claims Manager can be contacted directly if there are any concerns or queries in relation to any claims or notifications.

### Claims Testimonials

"Professional Indemnity claims are complex by nature and exceptionally stressful for our client's. With DUAL Australia's proactive approach, fast response times and "out of the box" thinking, it certainly takes the stress away from the process for our clients, as do many additional services DUAL provide"

*Julien O'Brien, Account Executive, Management & Risk Insurance Brokers*

"DUAL's swift, knowledgeable and helpful responses and guidance in all matters, is always of great benefit to our clients. These situations can be very stressful for them and the answer is not always apparent or straightforward. DUAL fully understands this making it all so much easier by responding rapidly with creative solutions and strategies, all the while being readily available to discuss any concern or query. A tremendous added value, to our clients business and our own"

*Vivian Kontos, Senior Claims Executive, Mega Capital Pty Ltd*

"When our client discovered that one of their employees had embezzled from them some \$750,000 over 3 years you can imagine how surprised and distressed they were. You can also imagine how surprised and relieved they were, when we told them that the Crime cover they had under the DUAL Management Liability Policy would respond. Surprised not only at the level of cover provided but most pleasantly was just how quickly DUAL sorted this claim (less than 60 days from notification to first cheque including investigation of 3 years accounts)."

*Greg Cochrane, Managing Director, MFP Insurance Brokers*

"When a claim is presented it begins a stressful time for our clients, but knowing that DUAL is on the job gives me peace of mind. Their rapid response means that the client knows someone is there for them, lending expert assistance in a time of true need. A company is only as good as their claims service and I have always found the professional team at DUAL bring about the best outcome for my valued clients"

*Judith Doddridge, General Manager, Grand West Pty Ltd*

"Professional Indemnity claims for major companies through to sole traders are often complex and intimidating. DUAL's ability to simplify and de-mystify the process is invaluable in handling these claims"

*Jim Holland, Claims Manager, Marsh Pty Ltd FINPRO*