



How are claims handled?

Financial Lines Claims

At DUAL, we have an in house financial lines claims team who are specifically dedicated to handle your financial lines claims. Our team comprises legally qualified claims handlers with significant legal and industry expertise who will work with you to handle your claim from notification through to resolution.

We also work in tandem with our capital providers at Arch to ensure an efficient and smooth claims handling process. In addition, DUAL has established a panel of law firms with specific expertise in the various industries who we will work with you under our direction to ensure claims are handled in a cost effective, speedy and professional manner.

Accident & Health Claims

Proclaim Management Solutions Pty Ltd are our selected claims handlers for our Accident & Health claims.

Proclaim's Accident & Health team comprises claims handlers with significant industry experience. DUAL will work directly with Proclaim to ensure that all Accident & Health claims are handled in an expert and timely manner.

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