

## **Claims Service Level Agreement**

Insurance & Business Continuity Services will:

- Provide an initial point of contact for claims.
- Issue claim forms where necessary.
- Take photos and gather evidence to present the claim to the Insurers where necessary.
- Make initial contact with Insurers and Loss adjusters.
- Arrange and attend appointments with claims assessors where necessary.
- Provide guidance to University Staff and departments regarding the presentation of the claim to the Insurers and Loss adjusters.

Service levels will be:

- Claim notifications will be acknowledged the same working day if the claim is potentially serious or likely to cost in excess of £5,000.
- All other claim notifications will be acknowledged and further information requested within two working days.
- Where further information is required, once received the information will be sent to the Insurers and a response regarding any further action will be sent to the enquirer within four working days.
- Insurance & Business Continuity Services will remain in contact with the Insurers and Loss adjusters to monitor the progress of the claim and make every effort to obtain a timely settlement.
- On receipt of the claim settlement, Insurance & Business Continuity Services will advise the claimant and forward the amount within four working days.