

# NIG Claims

Report your claim online 24/7 at [nig.com/claims](https://www.nig.com/claims)

When the unthinkable happens, we are here to help your clients get back on track.

## Proactive Claims Handling

- When a claim is submitted, we provide next steps, request any further information and manage your client's expectations throughout the claims process
- Early notification of claims allows us to control claims costs and reduce timescales
- For urgent incidents we offer Out of Hours support
- We actively reduce claims lifecycles, including using faster payments and BACS for settlement

## Motor Claims: Fulfilment

**We help your clients to get back on the road as quickly as possible by:**

- utilising our national network of accredited repairers
- providing a Non-Fault Hire option for policyholders when a third party is at fault
- offering 24hr nationwide coverage for windscreen repairs
- speeding up the total loss settlement process with the use of our Damage Evaluation Calculator, which helps identify from the first phone call whether a vehicle is likely to be a total loss
- using our engineers to control total losses, thefts and non-network repairs

## Third Party Motor Claims

**We control costs incurred as a result of injury by:**

- discussing liability decisions with you
- making timely and considered decisions
- engaging with third parties from the outset to manage their claims
- ensuring all decisions meet Ministry of Justice timescales

## Property Claims

**We aim to minimise the disruption caused by having a flexible approach and using:**

- desktop claims handling
- a variety of digital solutions such as virtual visits
- internal assessors
- panel loss adjusters
- a range of settlement options

Scan to visit our claims site



## Liability Claims

**We manage claims costs by empowering our handlers to make the right decision for the claim, through:**

- desktop investigations
- panel loss adjusters
- complying with Ministry of Justice timescales

## Additional benefits

- Access to solicitors and counsel for legal advice and representation
- Use of rehab providers to help injured parties recover
- Specialist Large and Complex Loss unit dealing with cases over £100,000 plus Product Liability, Disease & Terrorism claims

## Claims during surge events

**After a major or widespread event we are committed to ensuring clients continue to receive a high level of service by:**

- proactively managing all major incidents and surge events
- using systems to identify and assess clients potentially affected
- co-ordinating and deploying resource to ensure consistent service
- drawing on our panel of external and internal suppliers to help support clients
- providing flexible settlement options

## How to claim

- New claims can be reported online by visiting [www.nig.com/claims](https://www.nig.com/claims) or by phone/email
- By logging a claim online you can easily upload digital evidence such as photos, CCTV or dashcam footage

#FollowNIGClaims for details

# Claims contacts and escalation points



## Motor claims

New claims.....0345 300 4644  
Existing claims .....0345 300 1847  
.....or 0345 300 3391  
Commercial Van Policy Claims.....0345 607 1626  
MID Helpline.....0345 609 0689  
Email.....bham.comclaims@nig-uk.com

## Liability claims

Northern Regions.....0345 246 5604  
Email.....maninjuryclaims@nig-uk.com  
Southern Regions.....0345 246 4649  
Email.....bromleycomclaims@nig-uk.com

## Disease or Products Liability

Email.....disease.claims@nig-uk.com

## Property claims

Northern Regions.....0345 246 5602  
Email.....manpropertyclaims@nig-uk.com  
Southern Regions.....0345 246 4647/8  
Email.....bromleycomclaims@nig-uk.com

## Motor Assistance

### Windscreens

Autoglass.....0800 028 3754  
National Windscreens.....0800 622 122  
Out of Hours Vehicle Recovery...0345 300 4644

### Out of Hours Emergency Property Claims Assistance

Woodgate & Clark .....01732 520 270

## Claims Relationship Managers

### Andrew Perry

Email.....andrew.a.perry@nig-uk.com  
Telephone.....07825 227 081

### Helena Stubbs

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### Neill Tinkler

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### Paul Dachler

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### Steve Somerset-Butler

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To report claims online visit [www.nig.com/claims](http://www.nig.com/claims)

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