

NIG 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



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 by phone, via email or digitally online by visiting nig.com/claims
- By logging a claim online you can easily upload digital evidence such as photos, CCTV or dashcam footage

Claims contacts and escalation points



Motor claims

New claims.....0345 300 4644
Existing claims0345 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 300 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 300 4647/8
Email.....bromleycomclaims@nig-uk.com

Claims phone lines are open Monday to Friday,
9am – 5pm (excl. bank holidays)

Motor Assistance

Out of Hours Vehicle Recovery.....0800 400 655

Windscreens

Autoglass.....0800 028 3754
National Windscreens.....0800 622 122

Property Claims Assistance

Out of Hours Emergency

Woodgate & Clark01732 520 270

Claims Relationship Managers

Andrew Perry

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To report claims online visit nig.com/claims

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