

**BROOKLYN
CLAIMS SERVICE**

CLAIMS SERVICE

At Brooklyn we are acutely aware that excellent claims management is vital for our brokers and clients. Having to go through the claims process is never what you want, but if it happens, we strive to deliver a unique '**Brooklyn Claims Experience**' that takes a lot of the frustration out of the claims process. Our approach is derived from our appreciation that our clients' needs and therefore the claims that they face are often different than larger clients. We explain the claim journey in plain English and manage expectations at the outset. We guide you and the Insured through the claim journey with empathy and find a practical way to get you to the finish line.

Our claims are handled by our experienced in-house AXA XL claims team. Our teams have the authority to settle claims, know the ins and outs of the Brooklyn products, and are approachable. We are part of an insurer with global claims reach and security but maintain our personal "fair dinkum" approach to the claim process.

The claims team has appropriate authority to settle claims, know the ins and outs of the Brooklyn products and are approachable. We therefore leverage off an insurer with global claims reach and security whilst maintaining our personal, fair income style of dealing with claims.

Claim Lodgement process and what you can expect:

Liability, Professional Risks and Property claims:

- Before submitting a claim (or notifying of Circumstances) on behalf of your client, ask them to complete the relevant claim form as soon as possible. The claim forms capture the important information the claim handler requires to begin reviewing the claim. The claim forms can be accessed via our website.
- Please send the claim form along with any supporting documents (such as contract with the Claimant, relevant correspondence, quotes where relevant) to the following emails:

Professional Risks claims

professionalrisksclaims@brooklynunderwriting.com.au

Liability claims

liabilityclaims@brooklynunderwriting.com.au

Property claims

propertyclaims@brooklynunderwriting.com.au

Please visit our claims website for all relevant forms

<https://www.brooklynunderwriting.com.au/claims-handling>

- The claim will be handled by our specialist Brooklyn claims team that will come back to you swiftly with an acknowledgment.
- Depending on the claim and the information provided, the claims handler may seek further information and/or clarifications and advise on strategy and way forward.
- A claim reference number will be provided by our support team.
- Your claims handler will keep you updated periodically on important developments including coverage position.
- If you need any assistance when lodging a claim, please email the relevant Brooklyn claim email or call 02 8270 1790.

Fast Track

The Fast Track process for Third Party Property Damage, where claims are simply acknowledged and paid within a few days, in instances where:

- Coverage is available;
- The Insured is liable;
- Third party claim is valued at AUD25,000, or under;
- Supporting documents have been provided; and
- For further info, please refer to the attached (add link to Fast Track brochure).

This process is applicable to Property, Liability and Financial Lines policies and the attached will provide you with further guidance on this.

Brooklyn is part of AXA XL.

Please know that the products and capabilities listed here are just one part of our offering. Your usual contact will be able to talk with you about the complete Brooklyn offering to help you deliver the most relevant solution for your client.

This summary is intended for informational purposes only and is not advice. Insurance coverage in any case will depend upon the type of policy in effect, the terms, conditions, and exclusions in any such policy, and the facts of each unique situation. No representation is made that any specific insurance coverage would apply in the circumstances outlined herein. Please refer to the individual policy forms for specific coverage details. XL Insurance Company SE (trading as Brooklyn Underwriting) is part of AXA XL, a division of AXA Group providing products and services through three business groups: AXA XL Insurance, AXA XL Reinsurance and AXA XL Risk Consulting. AXA, the AXA and XL logos are trademarks of AXA SA or its affiliates. ©2020

For more information please contact:



Maya Lazarus

Brooklyn Claims Manager
AXA XL

Level 28, 123 Pitt Street,
Sydney, NSW 2000

T: +61(2) 8270 1738

maya.lazarus@axaxl.com
www.axaxl.com



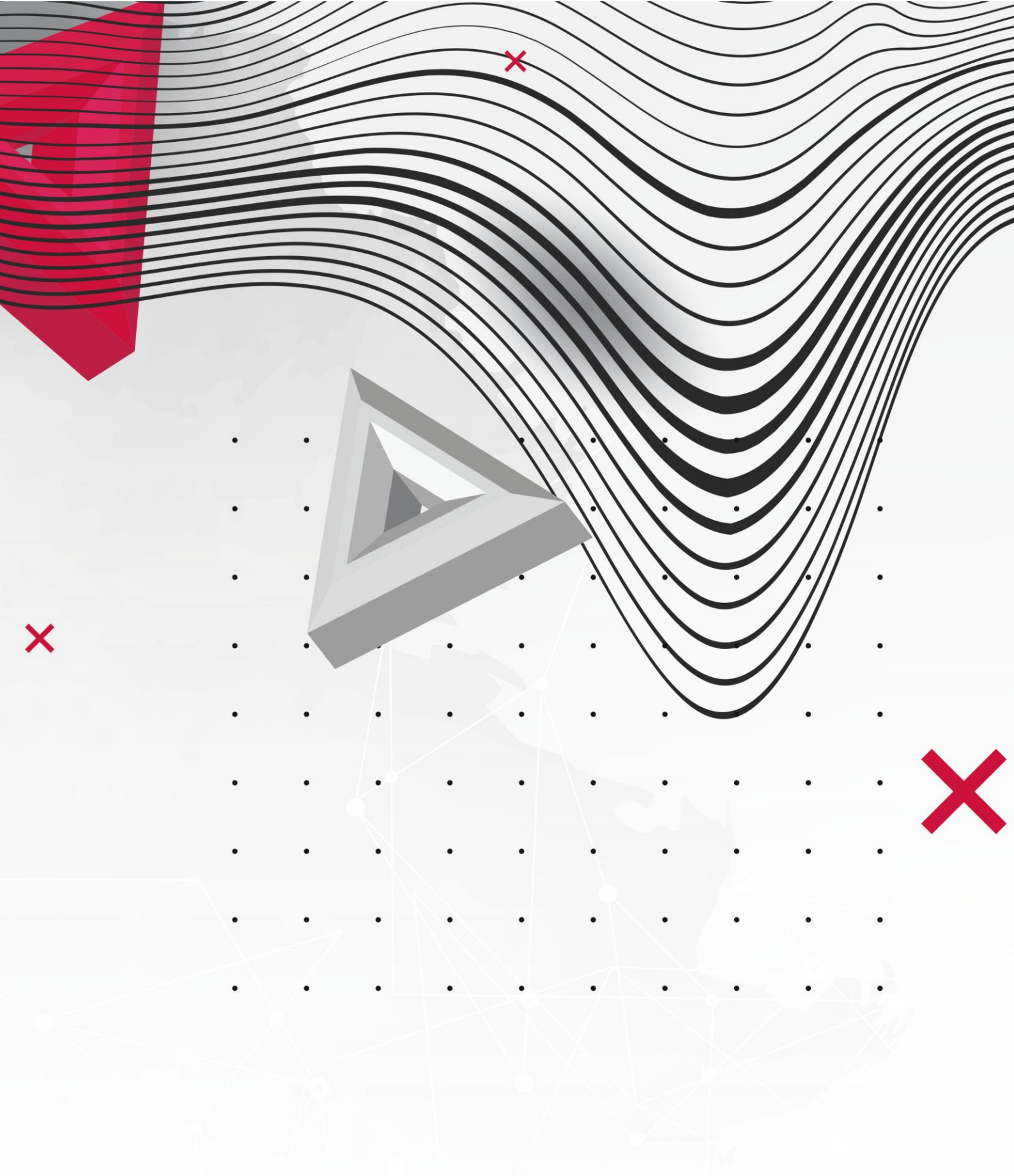
Robyn Campbell

Claims Specialist, Casualty
Brooklyn Underwriting

Level 28, 123 Pitt Street,
Sydney, NSW 2000

T: +61(2) 8270 1710

robyn.campbell@brooklynderwriting.com.au
www.brooklynderwriting.com.au



XL Insurance Company SE

Angel Place, Level 28, 123 Pitt Street,
Sydney NSW 2000, Australia

Telephone: +61 2 8270 1400

Fax: +61 2 8270 1799

website: www.axaxl.com

ABN 36 083 570 441

BROOKLYN 
UNDERWRITING