

PIB Insurance Brokers  
Claims

# Our claims proposition

**pib** insurance  
brokers



# A claims service you can depend on



**PIB Insurance Brokers provides a best in class claims service, drawing on the collective experience of claims experts across the UK.**

We have blended together their expertise and customer relationship philosophy into our [unique claims culture](#) to provide you with practical support and advice throughout your claim.

Our experienced and expert claims executives and handlers work with you and Insurers to provide you with the support needed to achieve a fair resolution to your claim as quickly as possible.

We are committed to supporting you to achieve a suitable outcome to each claim, helping you to reduce claims frequency and severity to control claim costs.



# Diligent Accurate Technology Analytics



**We understand the importance of data driven insight, leading to better decision making.**

Our systems are designed to optimise the notification process and to use the data captured to create intelligent, data led insight to help our customers minimise their risk exposures.

Our ability to translate data into meaningful and actionable insight means we can give guidance to our clients on activities to mitigate their exposure to claims and the uninsurable costs associated with claims within their business.

Our data led advice and guidance assists with improving outcomes that can ultimately lead to a reduction in your overall premium.

We use claim data to identify trends and patterns in specific lines of business such as motor and casualty. Our data will help you to identify possible changes to your processes and procedures that could reduce or eliminate exposure and improve your claims experience.



# Building long term partnerships with our clients



**Our role is to support you and to ensure a fair outcome to your claim. We do that through a deep knowledge of the claims process across multiple lines of business.**

We have credible and long standing relationships with the wider insurance market and we are able to use our influence to support our clients when making a claim.

We will support you at insurer meetings, loss adjuster visits and in the litigation process.

We are committed to supporting our customers when they need us most, we are the claims service you can depend on. We blend expertise, experience, insightful data and knowledge to provide an end to end claim service.

Our customers trust us with their business and that trust is integral to our claims value proposition.

A background graphic on the right side of the page. It features a network of glowing orange lines connecting several stylized human icons. The icons are also glowing and set against a dark background with faint binary code (0s and 1s).

**//** The PIB claims service provides a personable, professional and pro-active approach to achieve a superlative customer experience.

By recognising all the activities that are important to the claim's lifecycle, PIB Insurance Brokers are ideally suited to deliver claims solutions that meet customer needs and expectations.

**Matthew Howes**  
Group Head of Claims

# Client testimonials



You don't just have to take our word for it, here is what some of our clients have to say about the PIB claims service:



We are delighted with the high level of service provided by the claims team at PIB. They provide a reliable, trusted service delivered in a timely and professional manner.

PIB really understand our business and provide bespoke solutions to address all of our drivers claims handling needs.

They also provide great support to the business on all kinds of fleet related queries and deliver insightful claims analysis upon request.

It is clear from the regular updates provided that they care about their clients and have a real desire to achieve the best possible outcome for the Bank. It provides me with great comfort having the team handle our Motor Fleet claims.

**Stuart Eddington**  
Natwest Group



Having trusted PIB with our insurance needs we are pleased to confirm that when we suffered an incident with a potentially sizeable claim PIB acted swiftly, persistently and professionally to protect our position and provide a robust defence protecting our commercial reputation and the potential financial impact with clear, concise and easy to understand communication.

**Alastair Horabin**  
Seniors NW Ltd



Having used PIB for a number of years for the insurances for our company we unfortunately suffered a substantial incident however they acted swiftly and professionally and secured a fair settlement without impacting our business activities.

**Caroline Tatchell**  
Splash Damage



# Get in touch

For more information please contact:

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