

A close-up photograph of two hands shaking in a firm grip, symbolizing a business agreement or partnership. The image is overlaid with a semi-transparent blue filter. The hands are positioned in the lower right quadrant, with fingers interlaced. The background shows the sleeves and cuffs of business suits.

Best-in-class Client Service

Collaboration model between Marsh and AXA XL

Marsh and AXA XL

Building an effective collaboration model

Objective: collaborative partnership establishment between Marsh Center of Excellence and AXA XL Center of Excellence to:

- develop the **Claims Express Claims model**, a highly efficient approach for managing short-tail claims
- Improve First Notification of Loss
- foster cooperation between the insurance broker and the insurance company to **reduce handovers** during the claims-handling process
- share best practices in managing claims teams in central locations
- start long-term **networking** in non-claim areas

Fostering best-in-class Client Service



Express Claims Model

What is Express Claims model?

An express claims process refers to an **accelerated procedure** where Marsh and AXA XL expedite the handling and settlement of a claim, provided that all required information is received at first notice of loss and the claim is covered by the policy. All claims meeting the defined criteria will be processed **within 20 business days**.



Clear commitment to client service

- Clearly outlined criteria and requirements
- Timely communication throughout the process
- Expedited payment speed
- Reduced financial strain for the client



Improved operational efficiency

- Clear and simple procedures
- Reduced efforts required to handle claims
- Monitoring and reporting of fast track KPIs
- Identification of areas for further improvement

Express claim is applicable for the following threshold:

- Property: USD 30k
- Liability: USD 30k
- Marine: USD 10k

The following criteria must be met to trigger a fast track:

- The claim is insured under a property, marine or liability policy
- The claim is under the agreed thresholds
- For third-party claims, the insured is liable, and liability is not disputed
- Bodily injury is excluded
- The claim is not related to business interruption
- All supporting documents are available and complete

The following data points are required to process the claim:

- Policy Number
- Insured Name
- Date of loss/damage/incident
- Location of loss
- Loss description
- Claimed amount

Property Claims

Documents and evidences required for fast track

	Glass	Water	Theft	Fire	Mechanical Breakdown	Lighting	Vandalism	Flood	Earthquake	Other natural perils	Frozen good	Impact Loss
Invoice / replacement quote	●	●	●	●	●	●	●	●	●	●	●	●
Expert report that proves cause of loss					●	●					●	
Photos	●	●	●	●	●	●	●	●	●	●	●	●
Police and incident report			●	●			●					
Inventory list for stolen / damaged goods		●	●	●		●	●	●	●	●	●	●
Purchase invoice (equipment, goods, furniture)		●	●	●		●	●	●	●	●	●	●
Payment Details	●	●	●	●	●	●	●	●	●	●	●	●

● Must ● Optional

Marine Cargo and Liability

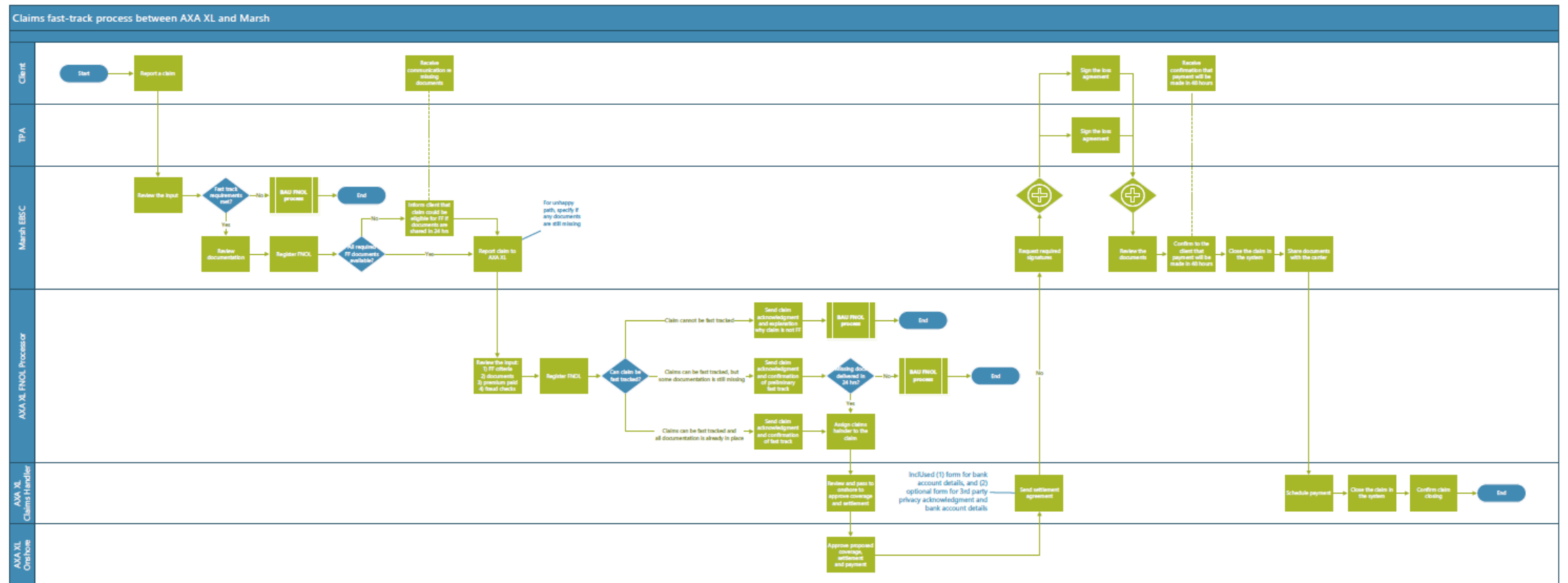
Documents and evidences required for fast track

Marine Cargo	Missing Cargo	Damaged Cargo	Theft
Invoice	●	●	●
Bill of lading / airway bill / CMR with adnotation of damage	●	●	●
Photos		●	●
Relevant correspondence (packing list...)	●	●	●
Evidence that incident was reported to appropriate authority			●
Payment Details	●	●	●
Credit note or debit note or resending document of transport (financial impact on the Insured)	●	●	●

Liability	Employer's Liability	Public Liability	Product Liability
Demand / request for compensation	●	●	●
Adequate information to determine circumstances and liability that is not disputed	●	●	●
Insured's agreement to refund deductibles	●	●	●
Documents evidencing quantum of the loss (e.g. repair invoice, invoices supporting loss claims, correspondence, photographs)	●	●	●
INAIL form (Istituto nazionale Assicurazione Infortuni sul Lavoro)	●		
Payment Details	●	●	●

Enhanced Express Claims Model

Process map



Client Journey Benefits

Clear commitment to client service



The **Express claims** model aims at enhancing customer satisfaction by providing more efficient and streamlined claims experience.

Clients appreciate **prompt and reliable service**, and the **faster settlement of claims** can contribute to a positive client experience, **strengthening the relationship** between the client and the insurance provider.

Fast track model from the client's perspective



A new compelling selling proposition from Marsh and AXA XL

Efficient Claims Processing

Clients can expect their claims to be processed and paid within a shorter timeframe, reducing the waiting period and providing quicker access to funds

Boost Cash Flow

Allowing clients to meet their financial obligations, cover expenses, and continue operations without significant disruptions

Streamlined Claims Handling

Reducing the administrative burden on clients, by spending less time and effort in providing documentation, following up on claims, and waiting for resolution

Transparency and Trust

Clients can have clearer visibility into the status of their claims and the expected timeline for resolution

Marsh and AXA XL Benefits



Limited handshakes and removal of non-value-added activities



Capacity gain and increased productivity



Opportunities for automation included



Improved collaboration and knowledge exchange



Clear escalation and issue resolution process