



NEWS RELEASE

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BARBON BUSINESSES SPECIALIST REPUDIATION SERVICE OVERTURNS 17% OF DECLINED CLAIMS

CEO Martin Oliver says *“Insurers are too quick to repudiate”*

The in-house claims department of leading property insurance brokers Cadogan Keelan Westall and Keelan Westall – both part of the Property & Commercial Division of Barbon Insurance Group Limited – has used its specialist skills and experience to overturn 17% of repudiated claims since September 2010.

This follows the introduction of a specialist repudiation service as part of a strengthening of procedures and systems for Compliance purposes. The businesses wanted to more closely monitor and scrutinise the nature of repudiated claims to ensure that customers are being ‘Treated Fairly’ and to comply with the Insurance Conduct Code of Business as per FSA requirements.

Sue Regan, Claims Manager explains: “In 2010, approximately one fifth of claims submitted were being repudiated by Insurers – some without full investigation, or with very little evidence to substantiate the declinature.

“All repudiations are now audited by me to determine whether or not they are justified. If a declinature is in doubt, discussions are then held with the client, the Insurer and our underwriters to clarify all the circumstances surrounding the claim and to consider policy cover.

Sue concludes: “It is clear that a percentage of claims are rejected for valid reasons, but we often find that all or part of a repudiated claim should have been settled as Insurers were not considering the full circumstances of the incident against the terms of policy cover.”

“Insurers are too quick to repudiate,” adds Martin Oliver, Barbon’s CEO. “Insurers don’t always get it right and I’m sure some of the repudiated claims that have since been overturned by our team can be attributed to genuine mistakes. However, Insurers are feeling the pinch and the combination of what is still a tough economic climate and rise in fraudulent claims means they are also being much more selective over which claims they authorise.”

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Cadogan Keelan Westall (www.cadogankeelanwestall.co.uk) offers a wide range of commercial property insurance and risk management solutions to property owners both in the UK and overseas whilst wholesale business Keelan Westall (www.keelan-westall.co.uk) supplies residential and commercial property insurance solutions to the broker community.

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Cadogan Keelan Westall and Keelan Westall are part of the Property & Commercial division of Barbon Insurance Group Limited which has a gross written premium of more than £150 million and is committed to delivering innovative insurance solutions, as well as risk management and consultancy services. The company has built an impressive reputation through knowledge, experience and a commitment to understanding its customers' businesses. Keelan Westall and Cadogan Keelan Westall are trading names of Barbon Insurance Group Limited, which is authorised and regulated by the Financial Services Authority.

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