



## CLAIMS PHILOSOPHY

### Sirius International Insurance Corporation (publ) UK Branch

We understand that when our customers purchase insurance for their own protection or the protection of their family, property or business: that the true value of that policy is ultimately determined by the manner in which it responds to claims.

We are committed to:

- treating Customers fairly at all times
- providing an efficient and timely assessment of claims
- communicating clearly and efficiently
- keeping customers informed on the progress of their claim

We will always strive to provide the high quality claims service that our customers have come to expect.

A key element of this process is our and experienced claims team, who proactively review all claims to ensure that valid claims are promptly identified, assessed and adjusted on their merits. The claims team is visible, approachable and aims to provide clear communication with our customers throughout the claims lifecycle.

Our claims and underwriting teams, whilst independent of each other, work closely together to develop a complete understanding of the business and aim to learn from our combined experience to deliver the best customer outcomes.

Where claims are handled on our behalf by our business partners, we ensure that they understand our claims philosophy so that they are in a position to respond to our customers' needs and provide the level of service we expect.

### Contact our Claims Team:

In Writing:

Claims Manager  
Sirius International Insurance Corporation (publ) UK Branch  
Floor 4, 20 Fenchurch Street  
London  
EC3M 3BY  
United Kingdom

By Email: [UK Branch Claims](#)