



Insurance // Design Professional

Rely on our top-rated claims team when the stakes are highest.

At XL Catlin, our claims goal is simple: provide consistently superior service, wherever and whenever you need us. Just like we promised.

What is an insurance policy after all? When you pay an insurance premium, you're buying a promise.

And when you buy an XL Catlin insurance policy, our promise is to investigate, manage, and resolve your covered claim—so you can move forward with getting back to running your practice as soon as possible. We call it: Getting you from Stop to Go.

Our claim service is the promise. We take that promise very seriously.

Promises are built on trust.

Our claims people work hard to build relationships with our insureds and earn that trust. Working from regional offices, handling only A/E claims, we understand unique local regulations and laws. We focus on what will make things better and we give our best, all the time. Our select law firm partners have years of experience representing design firms. If your case goes to court, their considerable know-how will help protect you—keeping you informed and providing guidance every step of the way.

We hold ourselves accountable.

We know you need us during challenging times. We've been there before. We hold ourselves accountable to deliver the highest levels of technical expertise and client service. And we do it in a way that makes sense for your practice and your reputation.

// In the 2017 ACEC Professional Liability Insurance Survey of Member Firms FY2016*, XL Catlin received Very Satisfied – Satisfied ratings in a number of key areas:

- ★ Pre-Claims Service 97%
- ★ Claims Service 96%
- ★ Risk Management Program 96% //

Above all, we do what's right.

Delivering excellent claims service is delivering on our promise. That's good for you and it's good for us, too. It's just good business. You're only going to want to buy our product again if it works and works really well. And we know ours does.

Now, we know what you're thinking—every insurance company says this about its claims service. You're right. But don't take our word for it; listen to what our insureds are saying about us.

Since 2004, we've conducted a customer satisfaction survey on recent claims experience and received over 21,000 responses—ranking us an average 4.58 out of a possible 5.0 for meeting

overall claims service expectations. Here's a sample of survey comments:

"[Claim Consultant] was knowledgeable, direct, positive, decisive and well-versed in the nuances of the construction and design contracts."

"[Claim Consultant] provided good advice, prompt and timely. Prevented me from getting myself into trouble. Listened to my concerns."

"[Claim Consultant] gave very helpful and thought provoking advice within a swift time frame, which allowed me to consider carefully the reply to my client. Basically this claim reinforced our notion that we picked the right insurance company."

**To find an agent near you go to xcatlin.com/dp
Firms earning up to \$2M in annual fees can bind online!**

MAKE YOUR WORLD GO

*The complete results of the American Council of Engineering Companies (ACEC) 2017 PLI Survey of Member Firms FY 2016 are available through the ACEC Bookstore at www.acec.org. ACEC does not endorse a provider of professional liability insurance.

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