



Environmental

Environmental claims capabilities

AXA XL's Environmental Claim Group is comprised of claims specialists and environmental professionals who manage claims for consultants, contractors, fixed facility and site pollution risks. Recognized as leaders among claim organizations in the industry, we consistently outrank our competitors in customer survey performance.

We engage in an integrated and cooperative approach to claim management enabling quick and efficient resolution of claims with careful attention paid to cost mitigation and customer service.



We offer our insureds a dedicated claims specialist, along with experienced staff and a range of services to enable a prompt and fair response to claims.

Unique features of AXA XL's claim handling approach include:

In-house Claims Specialists

- Claims handled by a geographically diverse and experienced staff of Claims Specialists
- Specialists with varied backgrounds in environmental insurance, claims, law practice and science
- Specialists with 20+ years with AXA XL
- Specialists licensed to adjust losses in all 50 states
- Proven track record of evaluating and managing environmental claims

Environmental Professionals

- Experienced in-house environmental consultant staff works closely with Claims Specialists managing environmental claims
- Proficient in managing site investigation, delineation, and remediation projects
- Consultants with 20+ years with AXA XL and previous environmental consulting experience
- Proven track record of controlling remediation expenses
- Maintain business and vendor relationships that ensure a prompt response to pollution incidents

Dedicated Account Management

- One Claims Specialist dedicated to each insured account
- Integrated relationship with Underwriting and Risk Control teams through routine communications results in greater efficiencies in claim resolution and policy interpretation
- Strong relationships forged between Claims Specialists and Risk Managers/General Counsel for insured clients and brokers

Services

- OnCall – 24hrs/day, 365 days/year hotline for response to emergency
- Quick response time to new loss submission
- XL Global Claim™ – paperless claims platform shared by AXA XL claim groups around the globe
- Proactive management of litigated claims and pollution response activities

Contacts

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