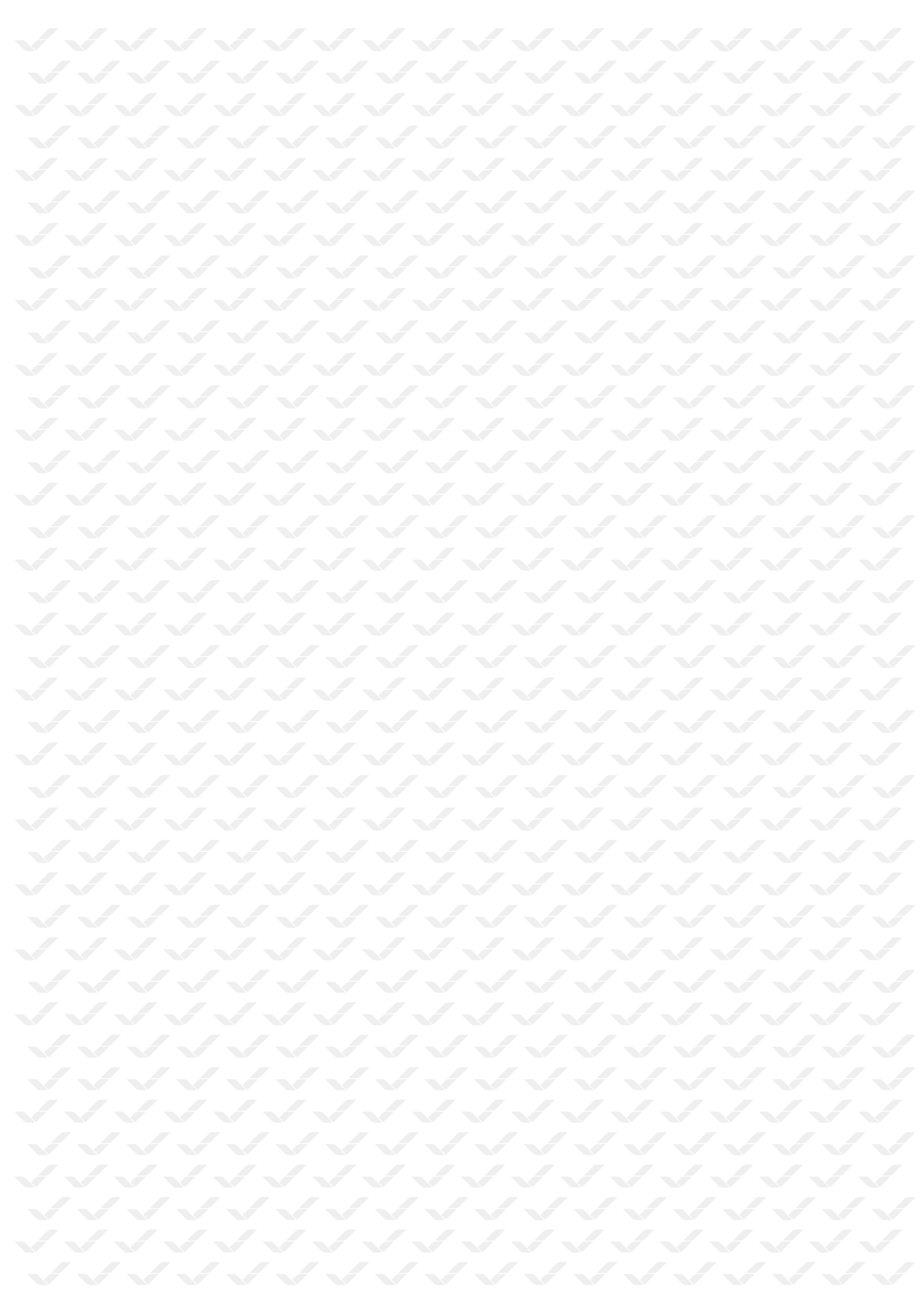




The transit claims specialists



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Turning claims into a competitive advantage

The Collyers team are specialists in managing freight liability and marine cargo claims and risks, as well as loss adjusting and surveying. We deliver expert, experienced and cost effective solutions; each specifically designed for the global freight and cargo industry.



“a relationship that has benefited us enormously”

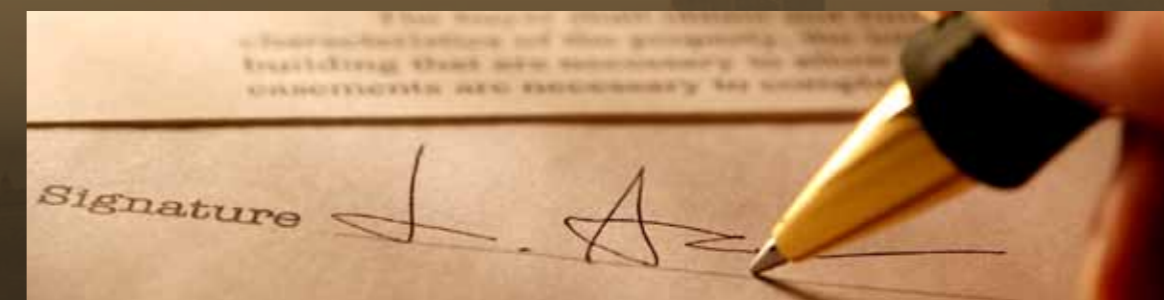
“We have to say this has been a relationship which has benefited us enormously. The claims service provided by insurers is a fairly critical and regrettably often contentious area but over the years the speed of service and advice offered by yourselves has been remarkably effective and indeed without a doubt has been instrumental in enabling us to secure renewal of policies... sadly this sort of service and expertise has become somewhat rare these days.”

Divisional Director

 Collyers

Gain without the pain

Claims may be humdrum but their professional and successful management is vital to the wellbeing of an enterprise.



Poorly handled claims can:

- ▶ Cost organisations more than time and money, growing in aggravation out of all proportion to their actual value
- ▶ Divert people from core business tasks
- ▶ Harm important business relationships
- ▶ Adversely impact on productivity and profitability

We help industry professionals at every level save money, time and trouble; turn negative experiences into positive ones and, ultimately, support their objectives.

That's why our clients - from liability insurers and brokers, to logistics operators and goods owners - place their trust in Collyers.

It all adds up to a proven claims capability

- ▶ We have successfully handled hundreds of thousands of claims
- ▶ We hold client delegated settlement authorities of up to €250,000
- ▶ Our claims adjusters have, on average, 25 years of experience each



“invaluable in reducing claim costs and retaining business”

“Collyers have been providing claim handling and support services to our business for over 20 years. Their technical expertise, professionalism and commercial sensitivity have proved invaluable in reducing claim costs and retaining business. I have no hesitation in recommending them.”

Director



Our service, our clients' success



John Bigwood

John Bigwood, CEO

The fact is that no matter how efficient and effective an operation, human error, accidents and outright mischief mean risks and claims can never be fully eliminated.

We work to minimise our clients' losses and disruption and maximise their opportunities for retention and growth.

To achieve this aim on our clients' behalf - whether they are department heads, managers, executives, board members or business owners - we offer intimate, detailed and unrivalled freight industry claims knowledge.

They gain the confidence, support and security they need to make impressive improvements to their service levels and bottom line returns, through our commitment to:

- ▶ Retaining unrivalled leading-edge knowledge of the industry, in all of its dimensions, through continuous training and development
- ▶ Delivering solutions that reduce disruption and stress while improving the client experience of loss situations
- ▶ Continuing to transform the risk and claims management environment via innovation and service development
- ▶ Providing a highly personal service that enhances business relationships
- ▶ Tailoring solutions to exactly meet our clients' needs, and, ultimately...
- ▶ Saving clients money, time and trouble

Designed to deliver results... around the clock, around the globe



Ian McLelland

Ian McLelland, MD

- ▶ Our five offices across the country quickly and easily respond to any UK-based requirement
- ▶ Our worldwide network of trusted agents, from surveyors to solicitors, provide support services on every continent
- ▶ Our offices are open from 7am - 7pm, our team is on call 24/7 and we have a continuously staffed client helpline
- ▶ Secure online facilities that enable claims to be reported, viewed, progressed and analysed at any time
- ▶ Our solutions are flexible and versatile, capable of meeting any specific requirement, operational model or budget

“a significant reduction in our claims exposure”

“Their knowledge and professionalism has been evident at all times and has, in no small way, contributed to a significant reduction in our claims exposure... Our dealings with them have, on both a personal and company level, been conducted in a most amicable manner. We value their commercial awareness in dealing with our customers and they freely offer advice over and above that normally expected.”

Transport Manager



Flexible and versatile solutions that work the way our clients work

Every client's organisation is unique, so the way that we work with each of them is not 'off the peg' but tailored to fit their needs. Clients can choose from a comprehensive end-to-end solution or simply 'cherry-pick' the services that best meet their requirements. However we work with them, our aim is always to save them money, time and trouble.



Claims processing and management to cut through the confusion

We deliver a comprehensive claims solution that ranges from the handling of claims (both insured and uninsured) and claims consultancy to claims performance audits.

We provide total flexibility, efficiency and cost effectiveness. Whether clients prefer to outsource their claims and recovery processes, need support to handle their claims in-house or simply want to check on the performance of their existing claims handling supplier - through our free Claims Audit - we can help.

Risk Management to reduce operational risks

We have experience in hundreds of thousands of claims in the freight and cargo arena, which puts us in the perfect position to undertake health-check style operational reviews. This enables us to identify exposure to goods in transit losses, identify good and poor practices and help eliminate them through the implementation of better working methods.

Such risk management reviews are entirely independent of any insurance policy terms and conditions but inadequate operational procedures increase exposure to claims, demotivate staff and reduce profits.

We can analyse procedures and performance, set and measure goals, resolve difficulties with contracting parties, help plan changes to reduce vulnerability and enable clients turn service improvements to competitive advantage.

“punctual and professional”

“We have employed the services of Collyers for in excess of 15 years. During our long-standing working relationship they have consistently provided an excellent level of service. They are punctual and professional and continue to assist in the reduction of our claim costs.”

Claims Manager

 collyers

Loss Adjusting and Surveying wherever you need it

We are ideally positioned to undertake every aspect of marine, transit and aviation adjusting, surveying and risk assessment on a client's behalf, whatever the location throughout Great Britain, Ireland and beyond.

For complete peace of mind, our efficient, experienced and highly expert team includes Fellows of the Chartered Institute of Loss Adjusters and members of the British Association of Cargo Surveyors.

We are trusted by a wide range of clients, including leading UK and overseas goods in transit, cargo and marine insurers and brokers, road hauliers, freight forwarders and logistics operators/providers here and in continental Europe.



“served in our best interests”

“I am very proud that our company has been associated with Collyers who have served in our best interests and dealt with our affairs in the most professional way. We are particularly impressed by the quality of all of their staff who are all experts in their field and are always ready to offer the best advice and solutions.”

Claims Manager



Training and support because prevention is better than cure

Most claims in relation to the carriage of goods are the result of:

- ▶ Negligence
- ▶ Employee error
- ▶ Inadequate attention to circumstances and detail
- ▶ The incorrect completion of documentation at the time of collection, interchange or delivery

Many of our clients, from goods owners, carriers, forwarders and handlers to Insurers and brokers, reduce these risks through our awareness training and promotion. Our support can range from leveraging our vast knowledge base of claims experience, providing guidance notes and delivering mini seminars to a free advice helpline and access to our claims experts or extensive online resources.

Our training programmes, workshops and seminars can be held at clients' offices or our own. In addition, we provide a free and comprehensive online resources section at www.collyers.com.

The benefits of this service are clear: our proven expertise delivers great value, reducing risk and loss, raising service levels and strengthens business relationships.



From the past to the present

The name Collyers comes from John Sidney Collyer, who formed the firm in 1939. The company predominately served the Lloyds insurance market, where John established a name for personal commitment and efficiency. Since that time we have focused our capabilities on the freight and cargo arena and have continued to build on his original business ethos of providing client care, value and the highest ethical standards.

Now, how can we help you?

For free friendly, expert, confidential and no obligation advice simply:

Call: 0844 801 7100

Email: enquiries@collyers.com

Visit: collyers.com

