



**SOMPO
INTERNATIONAL**
INSURANCE



A SOMPO INTERNATIONAL COMPANY

Sompo International and W. Brown & Associates Insurance Services

U.S. Aviation Claims Adjusting Unit

The Sompo International U.S. Aviation Claims Team brings experience and innovation to deliver expert claims services. Through a proactive and collaborative approach, our team develops customized solutions to address the unique issues and challenges presented by aviation claims. We are committed to providing responsive claims services and partnering with our clients throughout every step of the process.

Our Claims Commitment



Fair and appropriate outcomes for our insureds



Efficient service, timely responses and fast payment of covered claims



Value-added expertise from product and industry specialists

- Strategic partnerships with top U.S. law firms and experts with specialized expertise in Aviation industry respond quickly and fairly to each client's needs across product lines

Experienced In-House Professionals



20 YEARS

OF INDUSTRY EXPERIENCE

...And we are still growing to expand our knowledge. Our broadening team includes aviation attorneys and other experience professionals with specializations in aviation law and claims expertise. This allows for our team to provide our clients with up to date extensive knowledge of the industry.

"Best thing that happened to W. Brown. [Claims] used to be a challenge. Since Sompo [International] took over, it is so much easier to place business. Absolutely thrilled with claims—a check in the win column."

Specialized Aviation Counsel

When a claim is reported, our claim evaluation and strategy process begins immediately in coordination with our insureds. After the initial fact gathering, we focus on the early aggressive pursuit of all tender opportunities and communicate with our business partners to address concerns regarding contracts, safety or other issues.

- Sompo International's in-house Claims Counsel are carefully selected and vetted, and along with our outside counsel help provide deep industry expertise to help clients navigate complex contractual claims

Collaborative Management Approach

Each Aviation claim is assigned to an experienced Sompo International Aviation Claims Counsel or Claim Specialist with a goal of delivering proactive solutions.

Close collaboration with the client, W. Brown & Associates, broker, and claims counsel as required in the initial fact gathering, evaluating coverage, liability and damages and identifying resolution opportunities

- Frequent communication between claim and underwriting teams to review claims, secure claim-

¹ Respondent, 2021 Sompo International Aviation Broker Survey

specific information, and address concerns regarding contractual, safety or other issues identified through the claim handling process, leading to a library of policy endorsements

- Continuing education program with Sompo Aviation claims and legal partners focused on market trends

“Claims is huge... [it can] influence decision to work with a carrier. Previously, claims were a frustration. I like working with Keith- it is 100% better. The old claims service hurt W. Brown.¹”

Our Resources

We understand claims can have a significant impact on our insureds. Therefore, our claims professionals have extensive industry and product knowledge and are held to the highest standards in the industry.

- We are leaders in our field who actively contribute to industry associations and publications.
- Our structure affords each client with direct access to experienced claims professionals who are empowered to make decisions.

¹ Respondent, 2021 Sompo International Aviation Broker Survey

“Claims are great! You can trust claims- they are the best in the business. There are a lot of carriers I would not use based on their claims service. I would give them a 9.9 on a scale of 10.¹”

Proactive Risk Control

- Review of Best Practice Guidelines and contractual and insurance specific forms with a focus on loss transfer strategies
- Access to white papers on key issues impacting the Aviation insurance industry
- Quarterly or bi-annual on-site claim review meetings

CLAIM REPORTING



Insuranceclaims@sompo-intl.com



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(with live operator assistance)



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About Sompo International

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance, headquartered in Bermuda. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. Sompo International is a company driven by its core values, a carrier that holds promise, trust and the commitment to protect at the center of everything it does. We maintain excellent financial strength as evidenced by the ratings of A+ (Superior) from A.M. Best (XV size category) and A+ (Strong) from Standard and Poor's on our principal operating subsidiaries. For more information about Sompo International, please visit www.sompo-intl.com.

