



**SOMPO
INTERNATIONAL**
INSURANCE



SOMPO U.S. AVIATION WITH W. BROWN & ASSOCIATES CLAIMS ADJUSTING UNIT

U.S. Aviation Claims Adjusting



The Sompo U.S. Aviation Claims Team brings experience and innovation to deliver expert claims services. Through a proactive and collaborative approach, the Sompo Aviation Claims 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 phase of the claims handling process.

Our Claims Commitment

The Sompo U.S. Aviation Claims Team is committed to providing outstanding claims service that delivers:

- 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

We achieve this by our claims team working closely with the underwriting team through W. Brown & Associates as a collaborative component of the claims process.

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 identified through the claim management process.

- Sompo International's in-house Claims Counsel, along with our outside counsel provide deep industry expertise to help clients navigate complex contractual claims
- 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
- Carefully selected and vetted panel counsel with national footprint provide access to attorneys with industry expertise in Aviation law who provide feedback and advice when a situation arises

Experienced In-House Professionals

Our Sompo Aviation Claims professionals average over 20 years of industry experience. All claims are overseen by a dedicated Sompo Aviation claims professional who reports through our Senior Aviation Claims Counsel, to the Aviation Claims Vice President and, ultimately, to the Global Head of Insurance Claims.

Collaborative Management Approach

Each Aviation claim is assigned to an experienced Sompo 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
- Proactive claims management in all phases, from coordinating each investigation, issuing coverage letters, attending mediations, providing settlement authorizations and leading claim reviews
- Frequent communication between claim and underwriting teams to review claims, secure claim-specific information, and address concerns regarding contractual, safety or other issues identified through the claim handling process
- Continuing education program with Sampo Aviation claims and legal partners focused on market trends
- Library of Sampo International underwriting policy endorsements through W. Brown & Associates

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.

- Our structure affords each client with direct access to experienced claims professionals who are empowered to make decisions.
- We maintain strategic partnerships with top law firms across our product lines, offering our clients comprehensive and cost-effective litigation management.
- We are leaders in our field who actively contribute to industry associations and publications.

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

- Sampo International dedicated 24/7 claim reporting hotline with live operator assistance: 1 877 676 7575
- Online: insuranceclaims@sampo-intl.com
- Or contact W. Brown & Associates at Aviationclaims@wbais.com or 1 949 852 2060 during normal business hours (PST).

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About Sampo International

Sampo International Holdings Ltd., a global specialty provider of property and casualty insurance and reinsurance, underwrites agriculture, professional lines, property, marine, energy, casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance. Sampo International is a wholly owned subsidiary of Sampo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market.

