



A Sampo Company

# U.S. Aviation Claims Adjusting Unit

Sampo and W. Brown & Associates Insurance Services



The Sampo 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

## 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**

## 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.

- **Sampo'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
- **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.

"Absolutely thrilled with claims – a check in the win column."<sup>1</sup>

## Collaborative Management Approach

Each Aviation claim is assigned to an experienced Sampo 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-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 Sampo Aviation claims and legal partners focused on market trends

<sup>1</sup> Respondent, 2021 Sampo Aviation Broker Survey

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"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"<sup>1</sup>

## 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.

## 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

## Claims reporting

**Email:** [Insuranceclaims@sompo-intl.com](mailto:Insuranceclaims@sompo-intl.com)

**By phone:** +1 877 676 7575  
(with 24/7 live operator assistance)

**W. Brown Contact:**  
[aviationclaims@wbais.com](mailto:aviationclaims@wbais.com)  
+1 949 852 2060  
(during normal business hours)

<sup>1</sup> Respondent, 2021 Sompo Aviation Broker Survey

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## About Sompo

We are Sompo, a global provider of commercial and consumer property, casualty, and specialty insurance and reinsurance. Building on the 130 years of innovation of our parent company, Sompo Holdings, Inc., Sompo employs approximately 9,500 people around the world who use their in-depth knowledge and expertise to help simplify and resolve your complex challenges. Because when you choose Sompo, you choose **The Ease of Expertise.**<sup>™</sup>

"Sompo" refers to the brand under which Sompo International Holdings Ltd., a Bermuda-based holding company, together with its consolidated subsidiaries, operates its global property and casualty (re)insurance businesses. Sompo International Holdings Ltd. is an indirect wholly-owned subsidiary of Sompo Holdings, Inc., one of the leading property and casualty groups in the world. Shares of Sompo Holdings, Inc. are listed on the Tokyo Stock Exchange.



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