



Outsourced solutions that make your
claims operations run like clockwork

Improving outcomes, one claim at a time





The world of claims in the Lloyd's and London Market is changing. Regulation is tightening and costs are rising, adding complexity to the day-to-day management of claims functions.



To ensure you thrive in these challenging times, Charles Taylor has created a range of cost-effective and flexible claims services designed to support every stage of your claims management process.

Outsourced services must slot seamlessly into your process – we understand that, which is why you have the freedom to appoint us to run your entire claims function or select individual services from our menu of options.

Above all, you'll be getting a reliable and flexible resource when you need it – without any associated long-term recruitment costs.

The Charles Taylor claims management suite of services allows you to benefit from high-level technical knowledge and expertise, vast market experience and 24/7 management. .

> Our services



Delegated Lead Service

Whether your need is short-term business-specific cover or long-term multi-class claims management, our City-based delegated lead provision allows you to tailor the service to your unique requirements — however complex.

Achieving synchronicity with your organisation is our priority, which is why our adjusters work closely with you to gain a full understanding of your claims philosophy. This may involve attending claims meetings to ensure we are seamlessly aligned with your brand.



Bordereaux Management

Free up your internal resources to add value to your more complex claims by taking advantage of our expert London-based bordereaux management department.

You will benefit from end-to-end support that covers every stage of the process as well as exceptional service and the competitive edge provided by our team's use of internal, external and market systems.



Static Claims Management Service

Get your claims moving, free-up locked reserves and redirect resources to added-value claims.

Our strong relationship with London's broking community has seen us move over 350,000 claims that had not previously moved in at least nine months. Our static claims management service accelerates stagnant cases, freeing you up to focus on your priorities.



Broker Claims Services

Having an in-house claims team is a costly commitment. That's why we offer you expertise and reassurance in the form of our broker claims services. Using us when you need us not only helps you control costs, but also gives you peace of mind that a wider, fully equipped team is on your side.

Our broker claims specialists bring with them professionalism, top level industry knowledge and experience in handling high volume and complex claims.



Third Party Administrator (TPA)

Your risk exposures are unique to you and often complex, which is why it pays to have a single provider with experience of managing a range of risks effectively. When it comes to claims, every business is different, which is why we work to understand yours. Our provision of customised solutions for insurers, MGAs, captives and brokers is available globally and to all classes of business.

From notice of loss to claim resolution, our teams work at pace, ensuring meticulous attention to detail. Harnessing the benefits of this ethos combined with future proof technology can positively transform your business, improving outcomes, one step at a time.



Advisory Services

Independent, expert-led audit and advisory services that deliver actionable insights, regulatory confidence, and operational improvement—tailored for the complexities of the Lloyd's and London market.

- Service and Technical Audits - TPA's/ Service Providers/ Coverholders/ Delegated Leads
- Programme Management
- Training and Mentoring
- Staffing Augmentation

About Charles Taylor

Charles Taylor provide a range of insurance services, claims and technology solutions across the globe, with a specialism in complex situations requiring distinctive technical expertise and technology.

We bring these capabilities together to help our clients achieve tangible value and to outperform at a time of rapid evolution in the industry.

Whether you're an insurer, reinsurer, broker or corporate insurance client, our insight, breadth of expertise and technology solutions will drive the results you need.

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