



Claims

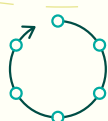
DELIVERING CONFIDENCE THROUGH CLAIMS

Our claims team works seamlessly not only with brokers and clients, but also with our Underwriting, Pricing, Reserving and Data Management Information teams. Together, we enhance the claims journey and strengthen the overall customer experience. With claims at the forefront of our service proposition, we are empowered to make informed decisions and remain fully engaged from first notification through to final resolution.

OUR CLAIMS PROMISE

Our dedicated claims team is committed to delivering exceptional service to our brokers and policyholders, ensuring a smooth and responsive experience at every stage of the claims process. With a focus on clear communication, prompt solutions and expert support, we strive to make every interaction seamless and efficient. We make every effort to provide proactive updates, tailored solutions and a genuine partnership approach because when it matters most, we're here to deliver the best.

HOW WE HANDLE YOUR CLAIM



Claims Lifecycle
Empowered to deliver rapid and seamless end to end lifecycle claims management



Our People
Market leading, high performing individuals delivering exceptional service



Data Analytic
Through harnessing data we identify opportunities to streamline and enhance the claims process

OUR CLAIMS TEAM



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OUR CLAIMS VALUES



EMPOWERED

We take ownership of every claim, drawing on expert insight and cross-functional support to make informed decisions that deliver the right outcome for you and your clients.



DRIVEN

We combine data, human expertise and alternative views to challenge the norm. We continually improve the speed, clarity and quality of our claims service.



COLLABORATIVE

We work openly and supportively across teams and with industry partners to resolve claims efficiently, sharing knowledge and building solutions that benefit everyone.



INCLUSIVE

We foster an inclusive environment within our business and with our partners, where diverse perspectives lead to smarter solutions and stronger results.










Intelligent underwriting. Seamless risk.

Our products

Our diverse and versatile portfolio comprises of Specialty insurance and reinsurance products:

Insurance

Reinsurance

 Aviation	 Crisis Management	 Direct & Facultative Property	 Financial Institutions + FortiFI Australia + FortiFI US	 Portfolio Solutions + Specialist Risk + Structured Solutions	 Property Treaty US
 Cargo	 Cyber	 Directors & Officers	 Marine & Energy Liability + Ports & Terminals	 War	 Property Treaty International
 Credit & Political Risk	 Delegated Authority Property	 Energy	 Political Violence & Terrorism + Active Assailant		 Specialty Reinsurance

Our journey

Acquired Arcus 1856 and Agora syndicates and launched 11 new lines of business	Bermuda office launches focusing on Reinsurance	Aviation and Crisis Management products launched	Winners of Insurance Insider M&A Transaction of the Year	New HQ at 30 Fenchurch Street, London opens	Portfolio Solutions, Ports & Terminals and FortiFI products launched	Awarded Gracechurch Outstanding Service Quality Marque	IQUW Bermuda Rated A- by AM Best	Starr announces acquisition of IQUW Group	IQUW's Syndicate Business Forecast for 2026 is \$1.48bn
2020	2021	2022		2023	2024		2025		2026
GWP	\$275m	\$711m		\$925m	\$1.12bn		\$1.34bn		\$1.48bn

Our service

We combine data, automation and human expertise to make fast informed decisions. We provide a seamless service by giving a rapid response, an initial assessment of risk and an alternative view to help turn a maybe into a yes.

Our culture

At IQUW Group, we empower everyone to make bold, impactful decisions. Driven by excellence and innovation, we strive for success and value diverse ideas. Collaboration fuels us, knowing that together, we win.

Our impact

We know that everything we do has an impact on the environment, society and those we work with. That's why we're committed to integrating Environmental, Social and Governance considerations into every facet of our business.

Visit iquwgroup.com to find out more.