

Claims Process and Contact Details

Introduction

360 Commercial underwrites on behalf of our capacity providers and outsources claims management to trusted partners. The purpose of this document is to outline who manages the claims for risks bound by 360 Commercial, and their contact details.

Claims Contacts by Capacity Provider

Capacity Provider	Product	Policy Prefix	Claims Manager	Email Address	Phone
AIG	Property Financial Lines Casualty Cyber*	ABI, MPC, BPC	AIG	brokerclaims@aig.com	09 355 3100
		SPL, BLU	AIG	finclaims@aig.com	09 355 3100
		SPL, LIA, BLU	AIG	liabilityclaims@nz.aig.com	09 355 3100
		SPL	AIG	-	0800 446 658
Lloyd's - Led by Blenheim Syndicate 5886 - Led by Liberty Specialty Markets, Syndicate 4472	Property Casualty	BUK, BPU	Godfreys	360UKclaims@godfrey.co.nz	0800 567 723
		SPU	Godfreys	360UKclaims@godfrey.co.nz	0800 567 723
Lloyd's - Led by Beazley Furlonge Limited, Lloyd's Syndicate 2623/623	Property	HUK	Proclaim	propertynewclaims@proclaim.com.au	+64 800 449 625
Lloyd's - Open market)**	Property	TUK	Various	claims@360commercial.co.nz	021 578 358
	Liability	LIA	Various	claims@360commercial.co.nz	021 578 358

* Cyber hotline (0800 44 6658) is a toll free 24/7 and hosted by AIG in Houston, USA. It triggers a claim notification to AIG (NZ) and to the Cyber breach coach, Wotton Kearney.

** The claims handler for risks placed in the open market may vary therefore the broker is best to notify their local underwriter at 360 Commercial and we will communicate with Tysers. [Current Tysers contact is Joshua.Beadle@tysers.com +44 (0)77 7502 4503].