

Claims Process & Contact Details

Introduction

The purpose of this document is to outline who manages the claims for risks bound by 360 Commercial, and their contact details so that claims can be notified.

Use the 'Policy Prefix' (being the first letters of the policy number e.g. ABI, SPL, BUK, etc), to determine the Capacity and Claims Manager and their respective contact details.

Claims Contacts by Capacity Provider

Capacity Provider	Product	Policy Prefix	Claims Manager	Email Address	Phone
AIG Insurance New Zealand Limited	Property	ABI, MPC, BPC	AIG	brokerclaims@aig.com	09 355 3100
	Financial Lines	SPL, BLU	AIG	finclaims@aig.com	09 355 3100
	Casualty	SPL, BLU	AIG	liabilityclaims@nz.aig.com	09 355 3100
	Cyber*	SPL	AIG	-	0800 446 658*
Lloyd's					
- Led by Blenheim Syndicate 5886	Property	BUK, BPU, NUK	Godfreys	360UKclaims@godfrey.co.nz	0800 567 723
Lloyd's					
- Led by Beazley Furlonge Limited, Syndicate 2623/623	Property	HUK	DMF Claims Management (Australia)	AusClaimsPropertyNew@DWFGGroup.com	021 578 358
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 446 658) 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 the relevant capacity or email admin@360commercial.co.nz.