# Our **claims** service

★★★★★

**Cyber Claims Team of the Year**

Intelligent Insurer's Cyber Awards Europe 2024

★★★★★

**Claims Service Award**

Insurance Insider Honours 2023

## Our promise

We know that our insurance policies are only as good as the claims service behind them. That's why we've built a highly qualified in-house claims team that is solely motivated to find a fast, effective solution that works for your business.

### We're in it with you

When an incident happens, it's your business on the line and we're as invested in a positive outcome as you are. From the moment you make a claim, your dedicated CFC claims handler will guide you every step of the way.

### We understand your business

Whether you're a manufacturer facing a product recall, or a small business in the midst of a cyber event, you can expect your CFC claims handler to have real-world, specialist experience that's relevant to your sector, jurisdiction and type of business.

### We're obsessed with service

At CFC, we constantly seek ways to innovate and improve our products and service. Our claims handling is no exception. We put simplicity and speed at the heart of every interaction, and we hold ourselves to the highest standards for customer service.

★★★★★

**Excellence in Risk Management**

Insurance Times Awards 2022

# Our claims handling

**We put speed and simplicity at the heart of our claims handling, so you can get back to focusing on what matters, your business.**

### Notify a claim

Customers can notify a claim at any time via phone, email or online. Cyber customers can also notify a claim via our incident response app. Your claims handler will get back to you within 24 hours or less.

### Access to resources

Your claims handler will work with you to understand the details of your claim, identify the appropriate resources and help you manage the process from start to finish. Our network of specialist partners provide highly localized support in 80 countries around the world.

### Getting it resolved

You'll receive proactive updates throughout the lifecycle of your claim so you'll always know where you stand. We successfully handle thousands of claims each year.

# Our claims team

**Organized by industry and specialization rather than insurance line, our specialist claims team is tightly integrated into everything we do.**



**Margaret Murphy**
Claims Director



**Jill Levy**
Transaction Liability Claims Manager



**Laura Bennett**
Professions, Kidnap, War & Piracy Claims Manager



**Kate Devenish**
Specialty Claims Manager



**Ash Burdon**
Cyber Claims Manager



**Jean-Pierre Royapen**
Financial Lines Claims Manager



**Charley Wicks**
Claims Operations Manager



**Sarah Randles**
Emerging Risks Claims Manager

> Thank you for your professionalism, responsiveness and guidance in this process. I am so impressed with you and CFC in the care you have taken in looking after our client.
>
> **Broker, Canada**

> Thank you for the efficient and professional manner in which CFC and yourself have dealt with his matter. [You] reassured the client and ourselves throughout the whole process.
>
> **Broker, Australia**

# How to notify a claim

Customers can get in touch via the app, online, email, or phone.

### General enquiries or claims

Call us
**General:** +1 866 949 4177

Email us
newclaims@cfc.com

Make a claim
www.cfc.com/claims

### Cyber customers

Report via app
iPhone or Android

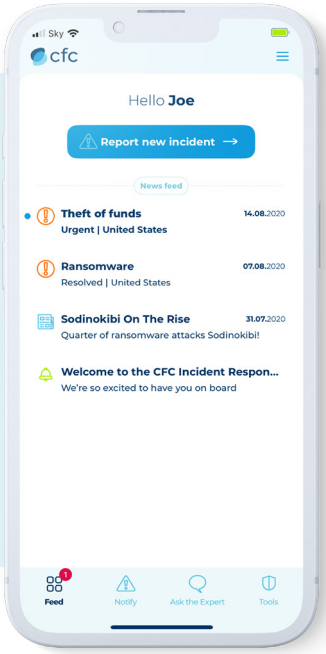
Call us
**United States:** +1 844 677 4155
**Canada:** +1 800 607 1355
**United Kingdom:** 0800 975 3034
**Australia:** 1800 803 202
**Rest of world:** +44 (0) 208 798 3134

## Cyber incident response app

CFC also operates the world's first cyber incident response app where customers can notify a cyber claim, request urgent assistance or simply catch up on the latest cyber security advisories. Available on the Andriod Google Play and Apple App Stores.

**Download Response for free**

GET IT ON Google Play | Download on the App Store




★★★★★

**Cyber Claims Team of the Year**

Advisen Cyber Risk Awards 2022

★★★★★

**King's Award for Enterprise**

2023

## About CFC

CFC is a specialist insurance provider, pioneer in emerging risk and market leader in cyber. Our global insurance platform uses cutting-edge technology and data science to deliver smarter, faster underwriting and protect customers from today's most critical business risks.

Headquartered in London with offices in New York, San Francisco, Austin, Toronto, Brussels, Sydney, Melbourne, Perth and Brisbane, CFC has over 900 employees and is trusted by more than 150,000 businesses in 90 countries. Learn more at cfc.com and LinkedIn.