

Collyers

Transit Claims Specialists

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www.collyers.com

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Collyers TMA

Collyers is a Third Party Administrator (TPA) who specialises in managing freight liability and marine cargo claims and risks, as well as loss adjusting and surveying.

We are highly competitive in providing local, national and global services and delivering expert, experienced and cost effective solutions; each specifically designed for the freight and cargo industries.

Trust Your Claim to The Experts

Working within the claims field for more than 80 years, Collyers have extensive experience in managing freight liability and marine cargo claims and risks, as well as loss adjusting and surveying. Thanks to our extensive knowledge of the subject, we deliver expert, experienced and cost effective solutions; each specifically designed for the global freight and cargo industry.

Our experienced and dedicated desk-based loss adjusting technician team is available whenever you need us. Thanks to our extensive network of contacts, we can also coordinate surveys on site. Our approach is friendly and personal. We are happy to explain to you or to your customer any aspects of Insurance, aiming to resolve the claim with the best outcome possible for all parties. We offer customer liaison and contract explanation, as well as overview of accounts, contracts, reporting, liability limits and insurance.

Our Commitment

Maintaining effective control of claims costs

Knowledge

Retaining unrivalled leading-edge knowledge of the industry, through continuous training and development.

Service

Continuing to transform the risk and claims management environment via innovation and service development.

Meeting Needs

Tailoring our solutions to exactly meet our client's needs, and, ultimately saving clients' money, time and trouble.



Solutions

Delivering solutions that reduce disruption and stress, while improving the experience of loss situations.

Personal

Providing a highly personal service that enhances business relationships.

Communication

Supporting open dialogue, clear and regular communication with all parties involved to ensure a seamless and conflict-free resolution of claims, and achieving best outcome for all involved.

Claims Management

Commercial understanding and handling of customers' expectations is our priority



Working within the claims field for more than 80 years, Collyers have extensive experience in managing freight liability and marine cargo claims for freight forwarders, logistics companies, Insurers and Brokers.

Claim solutions for insurers

Collyers as a company have over 80 years' experience in managing freight liability and marine cargo claims. During this extensive time, we have developed deep understanding of what the customers want and what are their specific requirements. Our experienced team will provide bespoke end-to-end solutions for your clients, suited to their individual needs. We aim to save costs and enhance results for everyone by lowering customers' indemnity risks and streamlining the claims process. Our claims management system allows us to generate bespoke reporting, suitable to yours or your clients' needs. Our claims handlers have extensive knowledge of GIT insurance terms and conditions bespoke to UK and other countries, as well as of international conventions applicable by status.

Claim solutions for brokers

With decades of industry experience we can help answer your customers' claim handling requirements, provide customer liaison and insurance contracts' overview. Our end-to-end claims management service will provide seamless claims experience for your clients. Our goal is to save costs and secure better outcomes for all parties by reducing customers' indemnity exposure and reducing claims life cycle. Our claims management system allows us to generate bespoke reporting, suitable to yours or your clients' needs. Our claims handlers have in-depth expertise in GIT insurance terms and conditions applicable on national and international level.

Claim solutions for carriers and freight forwarders

We will assist your customers with navigating complex ways of marine liability and cargo claims, at the same time protecting your liability and contractual relationships. We provide efficient, interactive, communicative claims handling, saving costs and securing better outcomes for all parties. We have experience with dealing with all major and those less known insurers and brokers, adjusting claims all around the world. We have established contacts with surveyors and lawyers across the globe.



Technical Knowledge

We provide hassle-free, full end-to end claims management, which includes, but is not limited to:

First Notice of Loss (FNOL)

Once you notify us of the incident, we start the ball rolling by registering the claim and initiating the claim process; we aim to acknowledge the claim within one working day.

Claim Assessment

As a first step, we will review policy specifics, incident circumstances, and damage extent; we will advise on the associated exposure and liability limits; we will decide on what documents and actions are necessary to process the claim and whether the surveyor should be appointed.

Survey Coordination

On losses where the surveyor needs to be appointed, we will coordinate the process from start to finish.

Recovery assessment

As one of the first steps, we will also assess whether there is a recovery potential from subcontractors or any other third parties involved; we will then take necessary steps, making sure that the reserves are issued and the recovery is being pursued. We take on proactive approach with carriers to secure the best recovery outcome.

Loss Adjustment

We will provide advice on policy interpretation and application in the context of the submitted claim. We will gather and assess all the required documents to make sure that the claim is correctly substantiated, evidenced and mitigated.

Mitigation

We will ensure that the loss is adequately mitigated and different options of mitigation and recovery are pursued.

Claims settlement

We will review estimates and invoices submitted in support of the claim, and assess applicable liability limits in order to issue settlement recommendations.

Payments

We offer an option to manage a loss fund in multiple currencies for our clients, which means we can take care of all claim payments on your behalf. The payments are sanction checked and done via online banking. Each payment always goes through a two-person authorisation process. All payments, costs and fees are summarised in monthly bordereau, sent to our clients.

Proactive cost monitoring

We understand how accurate reserves are important to calculate the risks and insurance costs. Our reserves are updated throughout the life cycle of the claim to reflect most up-to-date status. We are conscious that the longer the claim is open, the more expensive it gets.

To facilitate cost reductions, we are proactive in managing the claim numbers, regularly assessing life cycles of the claims, and monitoring claims closure rates.

Management information and overview of accounts

Our claims management system allows us to generate MI, which can be tailored to yours or your clients' needs. We can provide reports, which include graphical and numerical data, giving insight into your claims history and trends, financials and reserves, among other things. Customise the frequency, data types, and insights of your reports for enhanced operational management.

Customer liaison and contract explanation

We emphasize clear and regular communication with all parties involved to ensure a seamless and conflict-free resolution of claims. We can assist in providing explanation regarding contractual obligations and intricacies of transport liability and cargo claims, as well as basic training and overview of insurance terms, major contracts and conventions relating to the carriage of goods.



Subrogated recovery

We will pursue recovery on the paid claim.

Risk management

We can analyse procedures and performance, set and measure goals, resolve difficulties with contracting parties, help plan changes to reduce vulnerability and enable clients to turn service improvements into a competitive advantage.

Short-Term Claims Management

We can provide flexible short-term claims management services on demand, ideal for clients facing staffing challenges, seasonal fluctuations, run-off business, or a surge in claims after an incident.

Relocation Claims

Our team can also assist with managing relocation claims for insurers, relocation brokers, moving companies, relocation management firms, and self-insured corporates.

"Technical knowledge, market experience and commitment to service."



Survey Coordination

Marine incidents can occur unexpectedly, making it essential to have onsite professionals who can assess the damage in detail and impartially, determine the nature, cause and extent of the damage; that's why we've established a network of qualified marine cargo surveyors positioned at strategic locations to help keep travel costs low and response times quick.

A qualified surveyor will deliver impartial data to help you make well-informed decisions regarding your insured's claim, at the same time keeping the travel costs and times down.

We are able to coordinate surveys nationwide, which will mainly be carried out by nominated agents. We will continue to undertake all desk top investigations.

Our Leeds office is able to carry out surveys predominately in the Yorkshire area.

Contact us – to request survey coordination or ask us any questions. We are here to help and we look forward to hearing from you.

Recoveries & Subrogation

Advice on, and pursuit of, recoveries.
You can boost your marine cargo recovery rate by having a claims recovery professional swiftly pursue the responsible party after subrogation, regardless of whether the claim arises from sea, air, or inland transportation, and we will effectively recover your financial losses.

We actively pursue recoveries from third parties through a thorough and effective approach to secure the best recovery outcome.

Our recovery service is based on standard no win no fee principle.

Contact us - if you have a new recovery instruction that you would like us to review and/or handle.



Free consultancy

We have experience in hundreds of thousands of claims in the freight and cargo arena, which puts us in the perfect position to undertake health-check style operational reviews. This enables us to identify exposure to goods in transit losses, identify good and poor practices and help eliminate them through the implementation of better working methods.

We can provide you with a free overview of existing accounts, liability limits, insurance providers, and investigate your current circumstances, to give advice on how the claims situation can be improved.

Our solutions are flexible, versatile and can be tailored to meet any specific requirement, operational model or budget.

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