

Claims Service for a Superior Experience

Principle Spotlight: We do what's right.

FOR AGENTS AND BROKERS

Liberty Mutual Insurance promises a consistent and high quality claims experience for your clients by following four service principles:

We do what's right.

We provide solutions.

We're there when we're needed.

We make things easy.

You and your clients expect a consistent and quality experience, especially when it comes to claims. Your clients may not have a claim very often, but when they do the experience should be positive and consistent.

Across your Liberty Mutual Insurance book, you want to know that all of your clients' claims are managed to the highest standards. From intake to payment, our four service principles guide every aspect of how we manage claims.

Principle spotlight

While handling your claims, **We do what's right**. To us, this means:

- We treat everyone as we expect to be treated
- We build relationships with our agents, brokers, and customers
- We resolve claims expediently, with a focus on quality outcomes

Principles meet practice

To you and your clients, this means:

"I had a very pleasant conversation with Rob yesterday. He was interested in my **wellbeing** and **ongoing recovery**, while making it clear that he would make sure the financial piece would be taken care of. I couldn't have asked for more."

— Injured Worker,
Workers Compensation Claim

"Our particular claim included complex liability and contract issues. Jimmy not only aggressively managed a plethora of challenges but successfully brought the final matter to closure. We continue to receive outstanding, **unparalleled service** from the entire team."

— Liberty Mutual Policyholder,
Financial Services

"My claim was handled quickly, with the adjuster contacting me shortly after the claim was filed, for a power spike that ruined a digital control panel. My repair company took their time billing me, but the adjuster kept in touch and as soon as he received the info he requested, I had full payment for the claim within 3 days! In my 46-year career, this was by far **the best experience** I have had with an insurance claim."

— Liberty Mutual Policyholder,
Construction Industry

To learn more about how we apply the four service principles to help you succeed visit helpingyousucceed-libertymutual.com/claims-service/.



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