

Claims Service for a Superior Experience

Principle Spotlight: We provide solutions.

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 provide solutions.** To us, this means:

- We are advocates for our customers
- We understand the complexities of insurance and provide direction
- We strategically engage resources to resolve claims

Principles meet practice

To you and your clients, this means:

"I compliment your handling of the case from assignment to present. While a lawsuit was not avoided, you demonstrated an extremely well handled case — holding strong to the merits based upon your investigation of the known facts. I applaud your expertise and adjusting of this case. Your performance has been nothing short of stellar."

— Liberty Mutual Policyholder,
Food Services

"I spoke with Michael, in Liberty Mutual's Claims unit, for about 35 minutes — it was a very useful discussion. He pointed out that if a Liberty Mutual investigator is involved immediately after a serious accident, it will be very helpful. His knowledge, input, and willingness to help, particularly on such short notice, were very impressive."

— Liberty Mutual Independent Agent

"A client had a log truck roll over in southern Oregon and diesel fuel was spilling into a local river. I quickly needed advice on a remediation contractor who would charge a fair price for a quality job. Given the nature of the incident, I also needed help setting up a commercial auto property damage claim. Within just minutes, I had one of Liberty Mutual's environmental claims specialists on the phone, providing resources and advice."

— Liberty Mutual Independent Agent,
Transportation 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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