

# Claims Service for a Superior Experience

Principle Spotlight: We make things easy.

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 make things easy.** To us, this means:

- We communicate our claims process in clear, concise terms that everyone understands
- We provide timely, thorough updates on the status of claims to all involved
- We work collaboratively with our business partners

## Principles meet practice

To you and your clients, this means:

"Everyone was nice and easy to talk to. Lakiesha made it very easy and simple to understand the process."

— Liberty Mutual Policyholder,  
Technology Industry

"Very prompt attention to my report of a claim; quick adjuster on site to inspect damage; quick report from adjuster, and check for damages was received very timely."

— Liberty Mutual Policyholder,  
Management

"Recently, we had an employee who tripped, broke his hip, and had to have surgery. Joseph communicated daily, sometimes multiple times a day in his attempts to contact the employee and confirm his status, what hospital he was taken to, as well as if he had been admitted and ultimately, the details of the surgery. Joseph did an excellent job, immediately taking ownership of what he could control. I applaud his work and unending commitment to customer service!"

— Liberty Mutual Independent Agent,  
Workers Compensation

To learn more about how we apply the four service principles to help you succeed visit [helpingyousucceed-libertymutual.com/claims-service/](https://helpingyousucceed-libertymutual.com/claims-service/).



libertymutualgroup.com/business   @LibertyB2B

This document provides a general description of this program and/or service. See your policy, service contract or program documentation for actual terms and conditions. Insurance underwritten by Liberty Mutual Insurance Co. or its affiliates or subsidiaries.

© 2015 Liberty Mutual Insurance, 175 Berkeley Street, Boston, MA 02116. C13190 08/15