



Catastrophic Injury – Audit

We understand that controlling the cost of claims settlements is vital to your organisation. Our audit service takes an independent view of your team’s performance, identifies the areas where you are not compliant with internal procedures, and suggests the best opportunities for adopting performance-enhancing practices.

What sets us apart is our commitment to seeking out ways in which you can change practice to reduce the costs that might be claimed by claimant lawyers, and ensure that damages spend is contained. Most importantly, we work hard to ensure that claims are dealt with in a manner that not only aids overall claims spend but meets Insurance Industry and Legal Services Standards.

How we do it

We understand that changes to the law and practices for handling insurance claims need to be kept on top of. With a long track-record for advising some of the best-known brands in the insurance sector, our approach follows a structured audit process, including an initial review, resulting recommendations and further, ongoing support and reviews to ensure progress is made, changes are being integrated into practices and that they are supported by claims teams.

We believe the greatest value comes from our working collaboratively, drawing together experts for each unique matter. We have auditors with experience of working within the insurance industry, and that understand the issues it faces, as well as wider expertise across all areas of insurance law and forensic accountancy.

We’re known for our distinctively practical and robust approach. Our experts work hard to ensure that claims are dealt with in a way that not only minimises claims spend and leakage, but also meets insurance and legal services standards.

Examples of this work include:

- Assisting a major global insurer with reviews of their UK team and its performance against internal standards.
- A review of the performance of a UK Insurer’s claims offices to include the identification of previously unidentified potentially catastrophic injury cases. Reporting on the proactivity and performance of a Client’s Netherlands office.
- Undertaking a review and reporting on the standards achieved by a Client’s outsourced claims handlers.

Why DWF?

- We are known for our position at the forefront of the insurance sector. DWF is a member of the Forum for Insurance Lawyers (FOIL) and a number of our team hold professional qualifications including Colin Hammond (Fellow of the Chartered Insurance Institute) and Paul Greaves (Associate of the Chartered Insurance Institute).
- Working with some of the largest, global, insurance brands, we are called, frequently, to work overseas, including Singapore and Rotterdam.
- With a strong supporting team working for the insurance sector, we offer tailored and unique software packages designed to give insight into claims trends, opportunities and risks. This includes MI surrounding claim litigation, settlement costs, injury types and length of time to settle.

Contacts



Glyn Jones

Partner
T +44 113 261 6009
M +44 7740 447825
E Glyn.Jones@dwf.law

Charles Ashmore

Partner
T +44 1908 255594
M +44 7507 643209
E Charles.Ashmore@dwf.law

Graham Dickinson

Partner
T +44 20 7645 9516
M +44 7774 862232
E Graham.Dickinson@dwf.law