

DWF'S International Claims and Travel Group



Recognised by the industry as one of the leading international claims and travel teams, we have more than 35 years' experience advising UK-based and international insurers, as well as multi-jurisdictional organisations and the travel industry. The group is led by partners Claire Bowler and Sara-Jane Eaton

What we do

Our multilingual International Claims & Travel specialists are experts in cross-border claims with multi-jurisdiction and applicable law issues, as well as in providing bespoke travel law advice, claims handling, regulatory and advisory work.

Our expertise spans a wide range of international and cross-border claims, from the largest catastrophic injury claims through to the smallest cross-border dispute. These include those relating to catastrophic injury; motor, employers', public and product liability and holiday/travel matters.

Our regulatory experts, in particular, advise employers and insurers on the many changing areas of UK law, which have increased the exposure levels for overseas businesses operating in the UK, and for UK companies with employees based overseas.

We have a deep understanding of the key issues in international claims, including the potential impact of Brexit, and work with our clients to make the right decisions at an early stage therefore minimising costs, especially in fraudulent claims.

Our approach is distinctively practical. Whether dealing with pre-issue or post-issue claims, applying our bespoke Crisis Response, Sonar and Counter-fraud products and services, or acting as Green Card and Fourth Directive agents, we are proud to offer a complete service.

Our International Claims and Travel Group expertise include

- Catastrophic injuries arising abroad
- Foreign nationals injured in the UK
- Jurisdiction and applicable law claims and litigation arising under Private International Law
- Defence of cross-border product liability claims and product recalls
- Package Travel Regulations claims
- Contractual terms, coverage and local standards
- Tour operator, travel agent and hire company liability
- Defence of claims against hotels and hoteliers
- Coach collisions and organised/school trips
- Travel insurance and overseas motor claims
- Legionnaires' disease; and holiday sickness claims
- Skiing, jet ski accidents and cruise ship claims
- Claims under the Athens and Montreal conventions
- Transportation

A truly international service

Our London-based experts work alongside colleagues across the UK, as well as in our offices in Northern Ireland, Ireland, Belgium, France, Germany, Italy and further afield in Australia, Canada, Dubai, Singapore and the US and through a network of trusted referral partners throughout Europe and beyond. Being able to communicate effectively with all parties is a crucial part of what sets us apart and we have French, German, Spanish and Dutch-speaking members of the team.

Experts in cross-border motor claims

We are particularly recognised for our specialist cross-border motor claims advice. Frequently involving the worldwide repatriation of injured claimants, our strength in policy advice (on applicable laws and coverage); monitoring and shadowing foreign lawyers and agents; and acting as agent in Green Card and Fourth Motor Directive claims for various foreign insurers (especially German, Polish and Portuguese) sets us apart.

Examples of our work include:

- Acting for several foreign insurers in the defence of catastrophic and serious personal injury claims arising abroad in motor accidents in the UK Courts. Dealing with jurisdictional disputes and applicable law issues including limitation, liability, policy limits and quantum. Our foreign language capabilities are used throughout.
- Acting in the defence of claims made under the Consumer Protection Act and its equivalent abroad. Handling cases arising in relation to vehicles and machinery, pharmaceuticals, electronics, equine and household equipment.
- Acting for hotels and their insurers in the defence of fatal and serious personal injury claims, to include Legionnaires' disease, whether in or outside the scope of the Package Travel Regulations, to include advice on contracts and local standards.
- Acting in the pursuit of complex recovery claims on behalf of foreign nationals and German statutory and/or quasi government bodies.

Why DWF?

Our UK and international insurer client base sets us apart from our competitors. We act for major names across the UK and Europe including Generali, Ergo, Chubb, Van Ameyde (UK), Ageas, Hastings Direct, QBE, RSA, Mitsui Amlin, The Markerstudy Group, Travelers, LV=, Tokio Marine Kiln and HDI Global to name just a few.

We also represent foreign statutory accident insurers, such as DAK and BG Verkehr, in recovery claims and several German and UK-based legal

expenses insurers, such as DAS, ADAC and Roland Rechtschutz, in relation to cross-border disputes.

DWF is a registered ABTA partner and acts for several ABTA members, hotels and their insurers. The International Claims and Travel Group regularly presents to insurers and to the travel industry in conjunction with ABTA on key issues arising in the areas of travel and cross-border litigation.

Sara-Jane Eaton is registered with the Motor Insurers' Bureau as nominated Green Card and Fourth Motor Insurance Directive correspondent for several foreign insurers and is nominated panel solicitor for the German Automobile Club, ADAC, based in Munich.

What people say

“ A formidable team with real experience in, and understanding of, international claims. They combine a pro-active and dynamic attitude to litigation with real efficiency, user friendliness and will do the best for the clients. I do not think there is anyone better in the market”

Queen's Counsel, 39 Essex Chambers

“ Sara-Jane Eaton, alongside her excellent legal skills, is multilingual and has a very good knowledge of continental culture and habits. Very good service, short response times and large industry knowledge”

Gothaer Insurance, Germany

“ Strong and worthy opponents who had a consensual attitude to the litigation, but were not afraid to fight their corner when necessary”

Partner, Anthony Gold Solicitors

“ The DWF team combine their unique experience with legal and technical expertise and ability to think 'outside of the box' to produce consistently good outcomes for their clients. It is a real pleasure to work as part of their team”

Queen's Counsel, 39 Essex Chambers

“ The DWF team was invaluable in a complex case involving a number of Eastern European claimants. Their expert knowledge and assistance greatly simplified what could have proved to be a logistical nightmare”

Claims Manager, Mitsui Amlin

“ The first choice for dealing with complex, high value international claims”

Queen's Counsel, 2 Temple Gardens

“ Claire Bowler leads a skilled and talented team, with a great understanding of the client's needs and the issues posed by cross-border claims. Their legal knowledge, technical ability, rapid absorption and detail and superb tactical appreciation of strengths and weakness mark them out as formidable opponents”

Queen's Counsel, 4 New Square

“ DWF acted on one of the most complex third party liability cases our company has ever handled worldwide. We would not have reached a realistic settlement without the support of their team”

Head of Motor Claims, Generali, Austria

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