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Chaucer ranks top for claims handling in Gracechurch London Claims Monitor report

Chaucer, the global (re)insurance specialty group has ranked 1st out of 34 carriers measured in the 2024 Gracechurch London Claims Monitor report, which tracks satisfaction amongst claims broking professionals. Chaucer has therefore been awarded the Gracechurch Service Quality Marque for Outstanding Claims service for the eighth year running.

The report cites Chaucer's market leading performance in customer centric service attributes such as communication, speed of service and expertise. Also highlighted was the efficiency of the firm's claims handling process, expertise, speed of settlement, and timeliness in responding to claims. Slow response times were cited as the biggest challenge by claims professionals and Chaucer significantly outperforms the London market average in this area.

Tony Gates, Global Head of Claims at Chaucer says: "Chaucer has some of the best claims professionals in the business. We pride ourselves in the high quality of service we provide to our clients and it's great to see our team's hard work independently recognised."

"Our aim for 2024 is to maintain and improve the quality of claims handling by focusing on the issues that are important to our clients, especially the speed and efficiency with which claims are resolved."

Nicola Stacey, Group CUO at Chaucer added: "Our customers trust us to be there for them when they have a loss and our willingness and ability to handle claims quickly and skilfully is core to our values as a specialty (re)insurance group."

Gracechurch's London Claims Monitor report is based on interviews with 338 Claims broking professionals in 2023. Rankings are assessed using 3,317 individual data points and 32 detailed service ratings of insurers operating in the London Market.

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About Chaucer

Chaucer are a leading specialty (re)insurance group working with brokers, coverholders and clients to protect and support business activities around the world. Our services are accessed both through Lloyd's of London and the company markets.

We are defined by an enterprising, bespoke approach to (re)insurance, enabled by the individual character, experience and imagination of our expert teams.

Chaucer is a member of the China Re Group and backed by their financial and operational resources. China Re is one of the world's largest reinsurance companies whose outstanding and comprehensive strength is rated A (excellent) by AM Best and A (strong) by S&P Global Rating.

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