



# 2022 Claims TPA

Providing global expertise & focused on the needs of our clients, we build tailored, flexible, marine claims management services. Through our experienced teams in the UK, USA & Asia, we are well placed to deliver a unrivalled level of service to insurers, brokers & assureds on a worldwide basis.

Pequod are approved Delegated Claims Administrators on behalf of Lloyds Syndicates and act as a Third Party Administrators, (TPA), for many global insurers, as well as providing TPA services for Assureds operating captive insurance structures or high level deductibles.

## Our Philosophy

We have a strong & successful philosophy of **Bespoke Account Management** that caters for a client's specific requirements. In response to **Covid-19** we have developed our systems & working practices to ensure our usual high service levels are maintained in a **virtual environment**.

## Our Quality & Service

As a company, we know that we are defined by the quality of our people and the service we provide to our clients. As such, we have always followed a principle of building a group of experts in their field, driven by a focus to deliver a high level service to our clients.

Our comprehensive claims management system allows for detailed and real-time reporting, on claims activity, not only meeting the [reporting requirements of the Lloyds market](#) but the individual demands of our clients.

Utilising our comprehensive global claims management platform, we operate a seamless transaction between our claim and recovery teams and across the globe.

## Transport Liability Claims

Through its wholly owned subsidiary, Navis Claims, outsourced claims management services are provided to global logistics groups and their liability insurers.

Our experienced teams in Singapore, the US and UK provide a very high level of claims support, with flexible charging, and full compliance with Lloyd's and other global insurers

## 15/15 Survey Management

Survey expenses have increased to the point that insurers abandon investigations below certain values and intermediaries can increase claim costs

Conversely, subrogation is of increasing importance and can be the difference in profit or loss on certain accounts.

Pequod Associates have launched a new program titled "15/15" which will address these cost and service issues.

## Your Claims TPA Team



**Andy Hearn**  
Chief Operating Officer



**Libby Smith**  
Director



**Joseph Mac Donald**  
Associate Director



**Patrycja Christiansen**  
Assistant Manager



**Donna Gandy**  
Assistant Manager



**Tom Roberts**  
Assistant Manager



**Elliot Williams**  
Claims Manager



**John Denning**  
Senior Claims Manager



**Kelly O'Reilly**  
Senior Claims Handler

Your Claims TPA Team



Ellie Berry  
Claims Handler



Andrea Smith  
Claims Support

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