



Global and Specialty Claims.

Expertise when it matters most.

Complex risks demand a tailored claims service that makes things simple. We combine deep expertise with responsive, straightforward support - aiming to make it easy to do business with us when it matters most.

99%

of claims handled internally by dedicated experts.

Based on claims with a 2025 loss date. Excludes those requiring external handling due to regulatory or technical requirements.

31,000

employees globally, across 350+ offices.

Financial security.

Agency	Financial strength
AM Best	A
DBRS	AA
Fitch	AA-
Moody's	A1

Global reach, local access.

For international claims, our local teams understand local regulations, practices, and language - so claims move faster, aiming for settlements to be handled right the first time.

- Where appropriate, claims are handled in the country of origin by our network of trusted local insurer partners.
- We use our local offices around the world to help us navigate local laws and legislation.
- We work closely with our network partners in over 150 countries to retain oversight from the UK.



91%

of brokers agree that it's easy to make a claim with Intact Insurance.

Based on Broker Voice 2025 survey results

98%

of brokers agree that Intact Insurance provides the expertise needed to resolve claims smoothly and successfully.



Built around the people **who matter.**

Our claims experts combine deep sector knowledge with global experience, building strong relationships from the outset through a clear understanding of your needs and open communication.



With you at every stage of a claim.



Before:

Underwriting, Risk Consulting and Claims working as one to help prepare you before a loss.

- We partner with you to design a tailored risk management programme, supported by local expertise, delivering a seamless experience.
- We work closely with underwriters to gain a clear understanding of the coverage provided and the programme structure before a loss occurs.
- Our Claims Account Management team will be involved in onboarding your programme, getting to know you and helping ensure that our claims approach meets your expectations.
- Our counter-fraud specialists use advanced technology, analytics, and industry insight to help protect your business, reputation, and premiums.

When:

Fast mobilisation. Clear ownership. **Expert handling.**

- An experienced claims handler takes ownership from start to finish, keeping stakeholders informed.
- From the smallest to largest claims, we mobilise quickly to help mitigate the loss and protect your reputation, providing expertise for crisis management where appropriate.
- With expertise in captives and fronted deductibles, we can make interim payments on larger losses quickly to support your business recovery.
- We consider and protect recovery potential at the outset of the claim, working closely with you to assist the recovery of your uninsured losses.

After:

Our relationship doesn't end when the claim closes.

- We offer post loss reviews designed to help identify root causes, strengthen resilience, and reduce future losses.
- We can provide meaningful MI and reporting aligned to your risk management needs.
- We continuously refine our claims handling approach to ensure it remains effective and aligned with your evolving needs.

What next?

Find out more about our Global and Specialty insurance

[View our product range today](#)