

# Expert Claims Service: It's why you purchase Professional Liability Insurance



According to our monthly customer survey, that's exactly what you get with the Design Professional group of XL Insurance.

**We're proud of our high marks, but we're not resting on our laurels.**

Each month our claims management team reviews the survey results to identify ways for continuous improvement of our claims handling services.

At the close of every claim, we ask our insureds to tell us about their recent claim experience. To date over 1,200 have confirmed XL Insurance as a leader and innovator in claims services for architects and engineers.

## DESIGN FIRMS GIVE HIGH MARKS TO XL INSURANCE CLAIMS SERVICE. Our professional claims staff, many of whom are licensed attorneys, earned impressive marks on a scale of 1/low to 5/high:

	2004-2008	2009-2010
<b>Overall satisfaction with claims staff service</b> <i>"Knowledgeable, direct, positive, decisive and well versed in the nuances of the construction and design contracts."</i>	4.5	4.7
<b>Level of communication</b> <i>"Provided good advice, prompt and timely. Prevented me from getting myself into trouble. Listened to my concerns."</i>	4.3	4.5
<b>Attentiveness to concerns</b> <i>"The claims supervisor assisted us with our problem and also gave us advice on aspects of our standard contract language to prevent this kind of thing from recurring."</i>	4.5	4.6
<b>Quality and appropriateness of advice</b> <i>"He gave very helpful and thought provoking advice within a swift time frame, which allowed me to consider carefully the reply to my client."</i>	4.4	4.7

To learn more about the Design Professional group of XL Insurance visit [www.xldp.com](http://www.xldp.com) or call 800-277-8533, Ext. 2102508.



You want real pros who can help you get disputes resolved quickly and equitably while preserving your assets, your reputation and your business relationships. You want knowledgeable, experienced claims professionals and qualified legal representation.

**Our customers were also very impressed with the quality of the attorneys who represented them during their claims experience.**

“XL Insurance and our agent have always been very supportive, helpful and professional in every way. We believe the best lawyers are retained for us and the claims supervisor has always been very helpful, very professional.”

“My knowledgeable agent, our responsive claims supervisor, and the quality attorneys you utilize make me very loyal to XL.”

**On a scale of 1/low to 5/high, high marks were earned by defense counsel:**

	2004-2008	2009-2010
<b>Overall satisfaction with attorney service</b> <i>“The attorney was on top of this situation and helped bring it to a reasonable conclusion and provided timely strategic advice on handling a problematic client.”</i>	4.6	4.7
<b>Level of communication</b> <i>“Not ever having gone through a situation before, he was helpful in explaining the legal process from all sides and offering assurance when my anxieties with the opposition’s attorney brought on frustrations.”</i>	4.5	4.6
<b>Attentiveness to concerns</b> <i>“Please extend our sincere thanks to our attorney for his interest in our case, our firm’s reputation and our ongoing relationship with our clients.”</i>	4.6	4.7
<b>Quality and appropriateness of advice</b> <i>“She was quick to respond to my questions, provided me with guidance through the deposition process, and was excellent with follow up as the Owner and Contractor move forward.”</i>	4.6	4.7
<b>Degree to which you feel attorney handled this matter in cost-effective manner</b> <i>“Our attorney did a terrific job of pointing the potential claimant in another direction and in such a way that the plaintiff’s attorneys were eating out of his hand. Very, very effective at very low cost and no ill will with client.”</i>	4.5	4.6

The information contained herein is intended for informational purposes only and does not constitute legal advice. For legal advice, seek the services of a competent attorney. Any descriptions of insurance provisions are general overviews only. "XL Insurance" is the global brand used by XL Group plc's (NYSE: XL) insurance companies. Coverages underwritten by Greenwich Insurance Company, Indian Harbor Insurance Company, XL Specialty Insurance Company, and XL Insurance Company Limited—Canadian Branch. Coverages not available in all jurisdictions. Information accurate as of September 2010.

