

## Liberty Property Claims: protecting what matters for 25 years

5,760+  
claims

\$399M+  
indemnity paid

\$14M+  
recovered

### Fast Track: when efficiency matters

We first introduced Fast Track in 2016 for policies underwritten solely by Liberty. As our clients' needs change, we do too. Through close collaboration, Liberty now aims to expedite eligible claims up to \$100,000 (including Business Interruption).

#### Insured and broker:

- ▶ Report the loss as quickly as possible
- ▶ Demonstrate damage from a covered peril up to \$100,000 net including Business Interruption
- ▶ Substantiate all costs incurred/proposed, including reasonableness

#### Liberty aims to, within 3 business days of receiving a substantiated damage report:

- ▶ Request any additional information
- ▶ Either approve necessary works or issue a settlement proposal

### Fast Track+: back to business

For eligible claims worth \$100,000 or more, Fast Track+ is about proactivity, communication and understanding what matters to our clients. Liberty's approach emphasises getting our clients back to business as quickly as possible when things go wrong.



[Watch a short video about Fast Track+](#)

#### Rapid response

- ▶ Prompt appointment of providers and rapid site attendance
- ▶ Agree an effective strategy with the insured
- ▶ Initiate works quickly using a managed cost-plus framework

#### Proactive claims management

- ▶ Transparent discussion of adjustment and/or coverage issues
- ▶ Regular stakeholder meetings
- ▶ Interim payments to support the insured

## Reporting a claim

At Liberty we know that incidents occur at all times of the day, and time is critical in getting businesses back up and running. This is why we offer a 24-hour claims reporting service.

[View our Commercial Property claim form.](#)

### During business hours:



**Francis Row**  
Technical Claims  
Manager, Property  
+61 2 8298 5820  
[francis.row@libertyglobalgroup.com](mailto:francis.row@libertyglobalgroup.com)

Documents can be sent to Francis directly, or to [ClaimsAsiaPacific@libertyglobalgroup.com](mailto:ClaimsAsiaPacific@libertyglobalgroup.com).

### Outside business hours:

**Please contact Charles Taylor Adjusting:**

**Contact:** Gary Pahl, Director - Property Australia  
T: +61 456 658 666

E: [gary.pahl@charlestaylor.com](mailto:gary.pahl@charlestaylor.com)

## Dedicated Recovery team

Liberty's in-house recovery expertise will be engaged early to help recoup insured and uninsured losses – for Mutual Advantage.

**Jonathan O'Riordan** - Claims Recovery Manager, Asia Pacific

T: +61 2 8298 5894

E: [jonathan.oriordan@libertyglobalgroup.com](mailto:jonathan.oriordan@libertyglobalgroup.com)

## Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as its insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 26,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' rating.



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Liberty conversation

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