



We don't just pay claims. We look after your clients.

Five connected stages, one system.

Built to look after your clients from application to claim.

1 We get them covered

Because the best outcomes are built at application.

- CYD
- High STP
- 180 UK underwriters

2 We keep them covered

Because a policy only works when it's still in force.

- System Alerts
- Retention Team

3 We show up when it matters

Because this is when protection stops being a product and becomes a path forward.

- Online Claims System
- 70 NPS
- PDG Claims Charter

4 We support beyond the claim

Because some challenges go beyond money.

- Wellbeing Support
- Rehabilitation Support
- Care Concierge

5 We learn. We improve. We repeat.

Because listening is how we keep raising the bar.

- NPS Surveys
- Feedback Loop

