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## Claims

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Westrope employs a team of claim handling professionals to assist our clients on all claim issues. This is a unique approach within the wholesale industry and one that has proven to be a valuable asset to our retail brokers and their clients.

**Some of the key benefits Westrope's claim department offers include:**

- Assistance with claim disputes – Our claims department has the technical knowledge to assist with coverage disputes. They have also proven to be invaluable in helping to facilitate the claim process and negotiating favorable settlements. We are in constant contact with markets to remain current on their claim services and personnel.
- Special claim handling procedures – For those accounts that have special requirements, we work with all parties to establish claim handling procedures that meet the insured's needs and expectations. We can also assist in monitoring the carrier and/or third party administrator to ensure compliance with the agreed upon procedures.
- Claim reporting and follow-up – Most of our clients choose to report losses through our office. This helps to ensure the loss receives proper attention needed and we can assist in monitoring the claim through conclusion. To report a loss to Westrope, we recommend that you send it via fax to the attention of "NEW CLAIMS" at 816-842-3081, or electronically to [claims@westrope.com](mailto:claims@westrope.com). Upon receipt of a new loss, we will immediately forward it to the carrier. Additionally, we will follow up with the carrier for the adjuster information and claim number and relay this information back to your office.
- Loss runs – We have staff dedicated to obtaining loss runs for our retail brokers. Loss run requests can be sent to [lossrunrequest@westrope.com](mailto:lossrunrequest@westrope.com). Please understand that we can only provide loss runs to our agent/broker of record.

**For additional information about Westrope Claim Services, or to discuss new business placement, please contact:**

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**Westrope**  
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Main: 816.842.8222  
Fax: 816.842.3081

[claims@westrope.com](mailto:claims@westrope.com) or [info@westrope.com](mailto:info@westrope.com)

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PROPERTY | CASUALTY | EXECUTIVE & PROF LIABILITY | BINDING AUTHORITY | LIFE SCIENCES  
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