

Claims Management and Settlement

The Standard Syndicate 1884 at Lloyd's

The true test of insurance cover comes when there is a claim. As soon as is practically possible we intend to become a substantive lead underwriter on the risks we insure so that we can bring our high standards of personal and professional service to handling claims on behalf of our clients.

Can the Standard Syndicate as a leader help me in a major casualty?

- Yes
- High calibre casualty and crisis support is provided on a 24/7 basis
- Prompt first class response ensured through the global network of Charles Taylor, including The Standard Club correspondent network

The Standard Syndicate's claims philosophy.

- First class professional claims management fully supported by in-depth knowledge of marine and energy markets worldwide
- Club style service within the Lloyd's framework
- Relationship driven with a flexible approach personalised to the needs of our assured
- Policy terms and settlements promptly honoured within the scope of cover provided
- The trust and satisfaction of our assured is key

What does the Standard Syndicate offer?

- A highly experienced claims team with senior management skills and expertise drawn from the Standard Club and the Lloyd's managing agency market
- A Head of Claims with over 12 years' experience in providing Standard Club members worldwide with top quality personal claims services

- A strong claims team with extensive in-depth expertise in handling major marine casualties and claims including wreck removal, pollution and complex liability issues
- Supported by a team of Lloyds market expert claims adjusters from Charles Taylor Insurance Services (CTIS)
- Loss prevention initiatives to reduce risk and increase safety
- Overall excellence in claims skills and expertise ensuring prompt and appropriate claims resolutions both as slip leader as well as in the Lloyd's subscription market as a whole

Who should I contact in the first instance?

For more information on The Standard Syndicate or its claims handling service please contact:

Gillian Musgrave

Head of Claims, The Standard Syndicate

T: +44 20 7767 2750

M: +44 7824 300 028

E: gillian.musgrave@syndicate1884.com

C. Cecilia Stevens

Senior Claims Adjuster, The Standard Syndicate

T: +44 20 3320 8841

M: +44 7833 442 450

E: cecilia.stevens@syndicate1884.com



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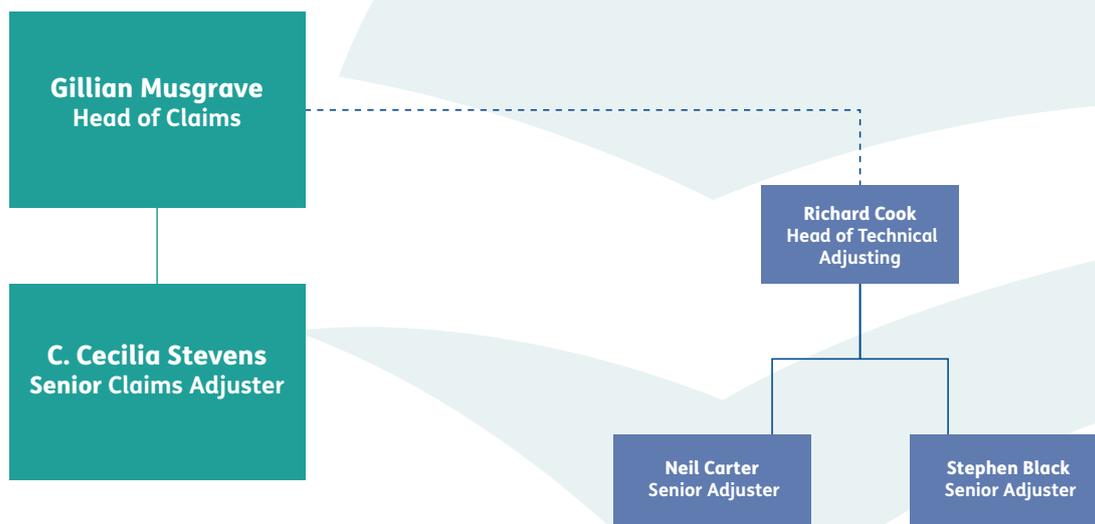
Our Head of claims is supported by a strong team with a wide range of knowledge and skills.

Gillian Musgrave – Head of Claims

Gillian qualified in 1990 as an English solicitor specialising in maritime law and has been providing top quality claims services for The Standard Club for the last 12 years. Before this, she gained significant maritime claims experience at Ince & Co, Studio Legale Vincenzini and Constant & Constant. She has worldwide experience, having worked in three of The Standard Club's overseas offices – New York, Singapore and Piraeus. She is also practiced at managing a claims team, having headed up the claims team of Standard Asia for the last five years and the Piraeus office for the four years before that.

C. Cecilia Stevens – Senior Claims Adjuster

Cecilia Stevens has several years' experience in the Lloyd's Market handling claims including Hull and Machinery, cargo, marine liability, Ports and Terminals and marine freight forwarders. In this respect, she uses her experience gained as a maritime lawyer and P&I club correspondent in Mexico. Cecilia Stevens has worked in London for 21 years, firstly with the representative office of a Mexican maritime law firm, then International Loss Adjusters before moving to work within the Lloyd's Market.



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