



# Energy Claims Advocacy

A tough  
twelve  
months

Whilst the scale of natural catastrophes witnessed in 2017 is not affecting market rates to the extent initially feared, when it comes to claims handling our experience is that in a market where profits are squeezed, claims are inevitably scrutinised more.

We are seeing a growing trend towards the appointment of third party experts and greater technical debate. Unless this process is managed properly between all stakeholders, then this can lead to the claim process taking longer to reach resolution.

Our goal remains to obtain confirmation of coverage at the earliest possible opportunity in order to provide certainty to our clients. This enables their business to return to normality as quickly as possible, supported by interim payments to restore lost revenue.

## By the numbers

USD  
1.5 billion  
of claims collected  
in the past 3 years

USD  
550 million  
Largest recent settlement

USD  
160 million  
claim fully settled within  
21 days of the loss date

## A broad spectrum of areas covered

The team deals with operational claims covering:

- Physical damage
- Control of well
- Business interruption
- Loss of production income
- Cargo
- Loss of hire
- Third party liability
- Contractors all-risk



A single team empowered to deliver value to clients

The Global Broking Centre's Energy Claims team deals with both upstream and downstream claims for clients ranging from national oil companies and oil majors, to independents and contractors.

We are accustomed to working in complex contractual environments where many parties are involved. There may be project partners, contractors, lenders, local insurers and international reinsurers, all of whom will consider themselves stakeholders in any claims that arise. With years of experience and having dealt with claims in all regions throughout the world, we are used to managing the claims process between all parties, regardless of location or complexity.



Global reach and extensive experience

The team's longstanding and close global relationships with key (re)insurers and experts including loss adjusters, surveyors, lawyers, engineers and forensic accountants enables Aon to provide specific and local support to our clients regardless of their location.

Aon differs from many of its major competitors in that we have a specialist team of claims experts from all product lines in one bespoke claims unit.

Within this claims unit each specialism has a dedicated team of claims advocates who work closely with their respective account executives to ensure a seamless service, whilst at the same time this integration enables us to call on assistance from colleagues who specialise in other disciplines without barriers.



A differentiated approach

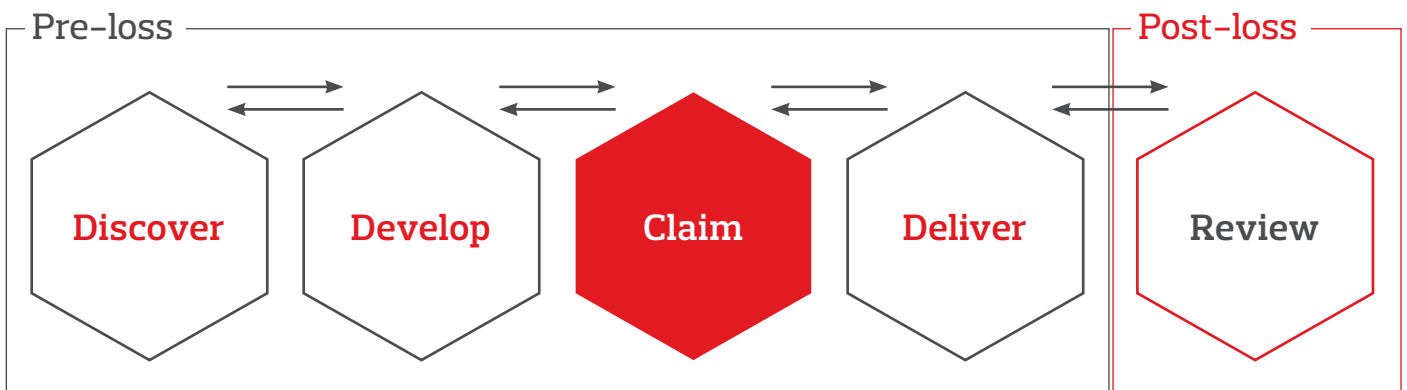
We offer bespoke solutions in each phase of the claims process following the Aon Client Promise Methodology approach: **Discover, Develop, Deliver, Review.**

**Discover:** Understand our client's business needs; add value to its organisation to maximise recovery under insurance, and help the client respond to changing market dynamics.

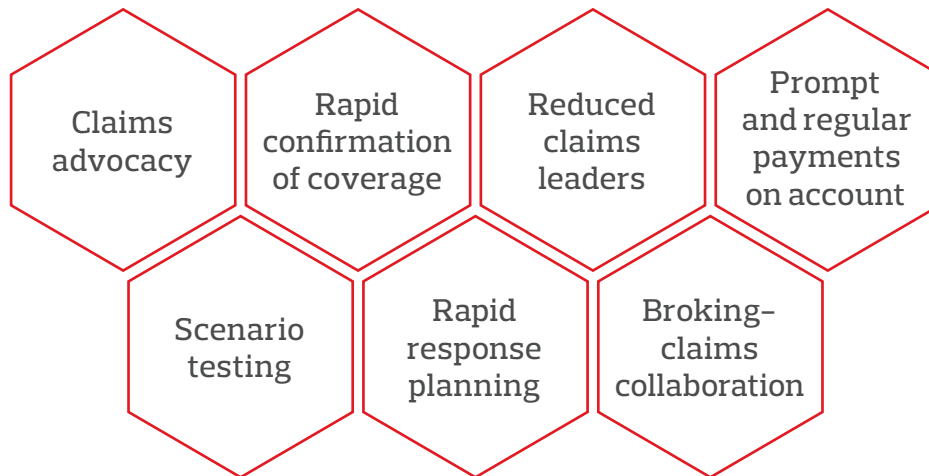
**Develop:** Plan how we will work together during the year, outline our commitments to the client; define how we will measure our success.

**Deliver:** Follow through on our plan, execute with excellence and track outcomes.

**Review:** Seek our client's input on performance, both through information feedback sessions and annual surveys.



## Our offering – The Aon difference



## What our clients say

*“On behalf of our Management, I would like to thank you and the whole Aon team for the appreciable diligence and devotion shown during the entire management of the catastrophic event [we experienced].*

*I would like to extend these warm thanks to all the market, especially our leaders, for their comprehension of such dramatic event and their timely settlement, showing professionalism without equal which is a credit for the whole insurance industry”*

*Saipem*

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## About Aon

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.

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