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# Aegis moves closer towards fully electronic claims-handling process

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IN A FURTHER sign of the changing business practices resulting from the London market's move towards an electronic future, Lloyd's managing agency Aegis has reduced the number of contact hours it spends with claims brokers because more claims are being processed electronically.

Aegis now allocates just two hours per day to face-to-face claims broker contact, down from a previous maximum of five hours per day. Sue Langley, Lloyd's market operations and North America director, praised the move. Aegis is believed to be the first Lloyd's managing agent to significantly reduce its claims broker contact hours as a direct result of increased use of ECF. The syndicate said that it now processes 90% of new in-scope advices electronically.

Langley said: "This is very positive news and sends out a strong message to the broking community. As a market we are committed to the success of ECF and we welcome initiatives like this that add weight to our strategy."

Claims brokers can now contact Aegis between 11 am and 1 pm; however, the man-

aging agency said urgent claims will still be addressed by phone, email or appointment.

"We would also encourage the simultaneous broking of a claim alongside the use of the electronic claims file and this can now be undertaken by telephone, email or

in person," said an Aegis spokesperson.

Aegis London is the UK-based subsidiary of Associated Electric & Gas Insurance Services Limited (Aegis). It operates Aegis Energy Syndicate 1225 which has a capacity of £221m (\$451m) for 2007.



Langley: said Aegis' decision 'sends a strong message to the broking community'

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