

Our Claims Commitment

Your trusted partner in times of adversity
and beyond

Customers are at the centre of everything we do. We know that **exceptional claims handling** isn't just about the result — it's about the experience along the way. Our mission is to provide a **seamless, dependable service** that **gives you confidence and peace of mind**.

Our Claims Commitment means you can count on us for:



Timely, reliable support when a loss happens

- Initial contact typically made within 2 business days — or faster where required — giving you clarity from the start.
- Prompt responses to your emails and calls.
- Fast interim or advance payments to keep your business running, with additional payments as needed.
- Settlement payments generally issued within 5 business days after the claim is agreed, helping protect your cash flow.



Tailored assistance and transparent communication

- A dedicated, experienced claims professional will be your single point of contact, guiding you through every step.
- Proactive communication and collaborative engagement at every stage, especially when coverage questions arise. We work closely with you and your broker to ensure alignment before officially declining a claim or issuing a Reservation of Rights.
- Swiss Re's secure PULSE platform provides real-time visibility about the status of your claim (available only for International Programs customers).



Global strength, local expertise

- Our claims service adapts to your needs by offering streamlined processes for straightforward claims and tailored support for more complex situations.
- Our team combines expertise across engineering, legal, risk management, and more, ensuring you receive the right guidance and solutions every time.
- We unite local knowledge with global reach, collaborating with carefully selected partners to ensure consistent, high-quality service wherever your business operates.



A partnership built on trust and innovation

- We value transparency, trust, and genuine care, qualities reflected in every interaction.
- Our commitment to continuous improvement through innovative, next-generation technologies means you're working with a forward-thinking partner focused on delivering greater value.



Award-winning claim services

Swiss Re Corporate Solutions is proud to be recognized around the world for our commitment to service excellence, innovation and expertise.

[See our awards](#)



Connect with our claims experts

Learn how we can support your business with expert claims assistance.

[Get in touch](#)



Thank you for all your support, patience, and for truly treating us like valued clients throughout the claims and communication process. It's been a long time since I've felt that level of care when dealing with insurers."

Swiss Re customer



We would like to thank you for the excellent handling of this claim. This makes a difference not only for our clients, but also for the insurance market."

Leading international broker