

# Service Solutions for the Construction Industry

Construction companies face a unique set of risks in their daily operations. We understand those risks, and we partner with our customers to create tailored risk and claim solutions to meet their individual needs and deliver distinctive benefits across the Construction industry.

## Risk Solutions

QBE's Construction Risk Solutions team are practiced experts in construction risk and delivering loss prevention and loss protection predictive services. Our focused commitment to service and technical expertise help our customers identify, evaluate and reduce their potential for losses and business risk.

Whether it is OSHA compliance inquiries, review of safety programs, risk transfer, logistics, sub-contractor review or identifying business interruption vulnerabilities, we can help. Our industry experts work with customers to:

- Perform job-site inspections to identify operational hazards
- Recommend best-practice safety programs
- Provide safety training for supervisors and employees

## Claims Technical

QBE's industry-leading Claim team strives to pay covered claims efficiently and accurately while providing an exceptional customer experience. Our designated Construction team understands the projects, as well as the various trades, obligations, and contracts that arise from those projects. With QBE Claims you can expect:

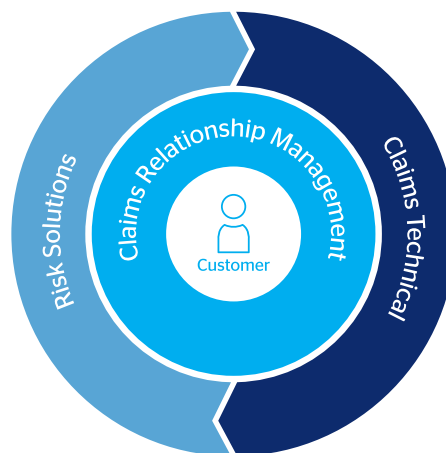
- Specialized for Construction Liability teams
- Best-in-class Workers' Compensation RMIS platform
- Customized, tiered claims handling approach enabling best possible outcomes

## Claims Relationship Management (CRM)

QBE's CRM team is a dedicated resource whose primary objective is to establish a strong, long-lasting relationship with our clients, our broker partners, and our internal business partners. By engaging proactively through the submission, binding, and implementation process, we gain insight into the needs, opportunities, and priorities of our clients to help us focus on claim implementation and overall claim account management to exceed expectations.

This service, a true industry differentiator, provides:

- Broad depth of experience and expertise in construction program management
- A collaborative service planning approach that is strategic rather than reactive
- Continual identification of improvement opportunities and service deliverables



Customer-centered collaboration

**For more information** about QBE's claims and risk control services, visit our website at [qbe.com/us](https://qbe.com/us).