

# YORK RISK SERVICES GROUP

York Risk Services Group, Inc. is honored to be a Preferred Strategic Partner of the CHART Exchange. We will actively participate in all events to help grow the EXCHANGE for the benefit of its members and look forward to meeting all current & prospective members.

**Y**ork Specialized Loss Adjusting (SLA), a business segment within York RSG, Inc. is a premier provider of TPA Binder/Services, Specialized Loss Adjusting, Customized Claims Solutions, Risk Control and Catastrophic (CAT) Response Services for the Lloyds of London and the London company market.

## BINDING AUTHORITY SPECIALIST TPA SERVICES

Our dedicated TPA operations are configured to accommodate the specific needs of each contract; from a designated account manager to an experienced



Aubrey Fountain is Senior Vice President of York Specialty Markets, with York Risk Services Group. He has been with York for 16 years. His primary goal is to continue to develop relationships & opportunities with both the London market & US Coverholders, while improving Operations as it pertains to binding facility & open market claims handling. For 27 years, he has served in technical & management claims positions with the primary focus being on providing excellent customer service.

claims handling team, we understand what our London partners need when it comes to the ever changing world of surplus lines of insurance. Because of this focus, our adjusters develop expertise in each binder, forming strong relationships with all partners; the carrier/syndicate, Coverholder, reinsurer, broker and/or retail agent.

Through a significant investment, York has developed systems and reports specifically designed to be responsive to changing London market reforms and regulations. Powerful management information (MI) and trend analysis reports provide customers with the information needed to make sound business

decisions and distinguish York as a leader in the binding authority business.

### SPECIFIC EXPERTISE

York's binder claims expertise, along with our extensive network of field and specialized loss adjusters throughout the US, gives us an edge with regards to the speed that we can respond and the clarity of our reporting and decision making. In 2013 York made a strategic acquisition to better serve the backroom and financial reporting requirements of the London markets. Backed up by an industry leading IT and Accounting team that can respond to changes in market requirements quickly and effectively, York is a leader in binding authority business.

### 24/7 ONLINE ACCESS TO YOUR CLAIM

York's claims system is accessible via the internet so our clients can have access to the bordereau, loss runs, MI reports and the individual claim itself among many other reports that can be configured to fit our clients' needs.

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## YORK RISK SERVICES

### RESPONSIVE CUSTOMER SERVICE

York's outstanding customer service starts with an Account Manager who serves as your single point of contact for all your needs. Frequent, clear and concise communication means you have no surprises when it comes to reserves and outcomes. In addition to our strategically located offices placed throughout the U.S., we also home a London office which enables immediate resolution to queries from our London based clients.



### EXCESS AND SURPLUS ADJUSTING SERVICES

Excess and Surplus (E&S) lines insurance covers risks that cannot obtain coverage in the standard market and need a specialized solution. The risk factors that drive a customer to seek coverage in the E&S/Specialty Lines market can range from age, location, unusual hazards and size of the exposure, to a need for unique coverage

forms tailored to the needs of the policyholder for a one-of-a-kind risk.

Those same risk characteristics mean that any claim is also going to need specialized claims handling. That's where York's E&S Specialty Lines Claims comes in.

### UNMATCHED EXPERTISE

Our E&S/Specialty Lines Practice is staffed by seasoned experts from York's renowned Specialized Loss Adjusting

division. These industry veterans, who average 25 years' experience, manage claims exclusively on behalf of the excess and surplus specialty lines market, including both foreign and domestic markets.

### CONNECTIONS THAT COUNT

The Practice is well acquainted with claims personnel and underwriters operating in the foreign and domestic excess and surplus marketplace, and we have developed longstanding working relationships within North America, London market and other participating markets. Because proactive communication with all interested parties is essential to investigating and resolving E&S

claims, these relationships can mean the difference between an efficient, cost-effective resolution and a lengthy, protracted and ultimately expensive claims process.

### YORK RISK CONTROL SERVICES

#### CUSTOMIZED PHYSICAL RISK ASSESSMENTS

York Risk Control has a nationwide network of loss control experts who conduct physical loss control and underwriting surveys tailored to each client's specific needs.

#### We offer:

- Customized survey templates coupled with a seasoned expert's assessment
- All lines of business
- Any industry
- Tailored specifically to the types of risks in your program
- Robust, customizable management reports tailored to your specific needs
- Easy-to-use online systems for ordering and reviewing surveys and reports
- Fast turn-around

#### VIRTUAL RISK SERVICES

Our Virtual Risk Services division offers a cost-effective alternative

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## HISCOX LTD. SEEKS TO STABILIZE

Tyler Cichewicz

Lloyd' of London syndicate, Hiscox Ltd., will consider establishing a company within the EU in order to lessen the effects felt after the UK's vote to leave; Brexit.

Following the UK's decision to leave the EU is uncertainty from UK based businesses, who fear they will lose their passporting rights, which allow them to sell their products throughout Europe without bearing high costs.

Hiscox generates 20% of its total gross premiums from the EU.

Chief Executive Bronek Masojada says Hiscox is considering ten countries within the EU to plant a new company, but will not make a final ruling on that decision until the first quarter of next year.

Theresa May, Britain's Prime Minister, has said that no terms

between the UK and EU will be agreed upon until 2017. With that, all EU and UK trade agreements hold for at least two more years. This tentatively keeps markets stable for syndicates like Hiscox, but not knowing whether they can rely on the profits from the EU is reason to contemplate alternatives, like an EU based company.

Hiscox, as others were when the decision to leave came in, have been at work on contingency plans that will minimize their exposure from Brexit.

 Look for Hiscox and other Lloyds syndicates to rely more heavily on business with the U.S. as it is less expensive and speculative alternative to the EU market."

U.S. where Hiscox saw profits grow to 32.8%.

Hiscox's decision to establish a new company in the EU would be an attempt to retain their hold on the EU market. However, with contracts in limbo between the UK and EU for what seems likely to be the next year to two years, look for Hiscox and other Lloyds syndicates to rely more heavily on business with the U.S. as it is less expensive

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## YORK RISK SERVICES

to traditional on-site inspections. We combine telephonic interviews with internet research to produce verified data about operations, exposures and controls.

As with our physical surveys, all virtual risk inspections are conducted by a team of highly qualified consultants with the knowledge needed to assess risks in your industry. To ensure your satisfaction as well as the best possible results, we ask you to certify the consultants for your program so you're comfortable with their industry knowledge, program, key loss drivers and any other concerns you feel are important.

This cost-effective approach is best suited to programs with lower exposures or consistent, historical member information. Our virtual surveys are:

- Customized to each client's specific underwriting guidelines
- Provide verified data about operations, exposures, and controls
- Allow underwriters to quickly evaluate operations and make effective underwriting decisions