



BERKSHIRE HATHAWAY SPECIALTY INSURANCE

**CLAIMS**  
**IS OUR**  
**PRODUCT.**

## Claims Excellence

## Ireland

At Berkshire Hathaway Specialty Insurance (BHSI), we know what claims excellence requires...and we have built our claims operation to deliver.

**A LONG TERM, RELATIONSHIP FOCUS.** We view every claim as an opportunity to strengthen our customer relationships and our industry reputation – whether by issuing advance payments, creatively mitigating a loss or bringing in best-in-class resources quickly.

**FINANCIAL STRENGTH.** Berkshire Hathaway's National Indemnity group of insurance companies hold financial strength ratings of A++ from AM Best and AA+ from Standard & Poor's, with \$485.4 billion in total admitted assets and \$307.8 billion in policyholder surplus.\*

**EXPERIENCE.** Across the world our claims handling team has decades of experience. We have the knowledge and expertise to navigate and innovate to support customers through unprecedented events.

**A COLLABORATIVE CULTURE.** Our claims and underwriting groups work as one, guiding customers through loss scenarios before a claim occurs and uniting with the customer as a team when there is a claim, determining together the strategies we pursue and the resources we use.

**COMMUNICATION.** Our decision makers are readily accessible throughout the claims process. Communicating with customers and brokers is a priority every step of the way. Our senior managers are hands-on, actively engaged in creating a positive claims handling experience and achieving the best possible resolution for our customers.

\* Source: Balance sheets as of 30/06/2024 for the Berkshire Hathaway National Indemnity group of insurance companies

# Claims Service Standards

Our commitment to claims handling excellence – and transparency – is embodied in our clearly articulated Service Standards:

- All claims are acknowledged to the insured and/or broker with an email, providing a claim number and dedicated claims contact, within one business day of a claim being reported.
- Primary policyholders receive a phone call or email, establishing a rapport and laying the groundwork for our claims approach, within one business day of our receipt of a claim.
- All inquiries on claims receive a direct response from a member of our claims team within one business day of receipt of the inquiry.
- Issues or reservations about coverage are addressed directly in discussions with the insured, broker and other relevant parties. A concise follow-up communication explains our position in a clear, easily understandable fashion.
- We proactively keep brokers and policyholders advised and involved throughout third party settlement discussions.

## Claims Leadership

**Kevin O'Connor**

*Claims Manager, Ireland*

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Kevin O'Connor is Claims Manager at Berkshire Hathaway Specialty Insurance, Ireland. He is an accomplished claims professional with over 28-years commercial and consumer claims experience. Before joining BHSI, he was Claims Manager at Aon Ireland having previously been appointed to various senior claims roles at some of the industry's most established companies, including RSA, Chubb and also AIG Ireland where he was responsible leading the casualty claims team. He has extensive knowledge of commercial lines products and a reputation for customer service excellence. He is also a Certified Insurance Practitioner in Ireland.