



BERKSHIRE HATHAWAY SPECIALTY INSURANCE

CLAIMS
IS OUR
PRODUCT.

Claims Excellence

Hong Kong

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. Every member of our all in-house claims 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: Often our claims professionals work with customers preparing for specific loss scenarios even before a claim occurs. When there is a claim, we are united and flexible, determining together with our customer how to handle the claim, from the strategies we pursue, to 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 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 dedicated claims contact and a claims reference number, within three business days of the claim being reported.
- Primary policyholders and/or their brokers receive, within one business day of the claim being reported, a phone call or email establishing a rapport and laying out the groundwork for our claims approach.
- All enquiries on claims receive a response from a member of the claims team within three business days of receipt of the enquiry.
- We proactively keep the insured and their brokers abreast of developments with the claim and can tailor the reporting as may be required.
- Issues or reservations about coverage are addressed directly in discussions with the insured, broker and other relevant parties. A concise follow up letter will explain our position in a clear, easily understandable fashion.
- All claims settlements agreed upon will be paid promptly.

Claims Leadership

Tim Collier

Head of Claims, Asia Middle East

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Tim Collier is Head of Claims, Asia Middle East. He has 30 years of claims experience in the insurance industry. Tim is an English qualified solicitor and is experienced in a wide range of insurance disciplines including general liability, product liability (particularly US exposed claims), professional lines, marine, onshore power and energy, offshore energy, property, construction and aviation.

Sajan Baburajan

Head of First Party Claims, Asia Middle East

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Sajan Baburajan is Head of First Party Claims, Asia Middle East. He is a Mechanical Engineer with industry experience working on projects for chemical and pharmaceutical plants prior to moving into the insurance. Sajan has been in the insurance industry for over 25 years focusing on large and complex claims across property, construction, energy and marine lines of business. He also has experience of carrying out Risk Engineering Surveys on large industrial and property risks across the Middle East.

Candice Au Yeung

Head of Casualty Claims

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Candice Au Yeung is Head of Casualty Claims, Hong Kong. She has been in the insurance industry for over 25 years. Candice specializes in Employees' Compensation and General Liability claims. She has considerable experience in handling large and complex Employees' Compensation and liability claims arising from such incidents as gas explosions, bus and ferry crashes.

Ayko Lee

Senior Claims Examiner

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Ayko Lee is Senior Claims Examiner with over 10 years experience. He specializes in handling litigation for Employees' Compensation, personal injury, public liability and motor claims.

Mike Chen

Head of Executive and Professional Lines Claims, Asia

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Mike Chen is Head of Executive and Professional Lines Claims, Asia. He has over 20 years of experience in the insurance industry and specializes in D&O, professional indemnity, and crime claims – particularly for large corporations and financial institutions. Mike has primary responsibility for all D&O, professional indemnity, cyber, and crime claims in the Asia Region.

Juliana Ho

Casualty Claims Manager, Hong Kong

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Juliana Ho is Casualty Claims Manager, Hong Kong. She has been in the insurance industry for over 20 years. Juliana has experience with Employees' Compensation, public liability claims and specializes in personal injury litigation.

Isabel Hou

Senior Casualty Claims Manager, Hong Kong

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Isabel Hou is Casualty Claims Manager, Hong Kong. She has been in the insurance industry for over 20 years. Isabel is a registered physiotherapist who specializes in rehabilitation management and claims management of Employees' Compensation claims. She is also a qualified Hong Kong solicitor and experienced in personal injury litigation.

Bill Lam

Casualty Claims Manager, Hong Kong

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Bill Lam is Assistant Casualty Claims Manager, Hong Kong. He has been in the insurance industry for over 9 years. Bill has experience in rehabilitation management and claims management of Employees' Compensation claims.