

Financial Institutions claims

Our integrated claims service is built on a simple principle; we aim to provide superior service by supporting our clients at every stage of the relationship. We recognise the value of relationships and will look to engage in an open and transparent manner. We partner with our clients and brokers to provide continuity and assurance.

Tailored service for unique risks

By their nature, loss events can be disruptive, damaging, and often distressing. Having access to a knowledgeable, responsive, and empowered claims team, from first notification onwards can make a meaningful difference to your experience.

Our Claims Team

Globally, our Claims team comprises c. 200 colleagues, based in London, Europe, MENA, Asia Pacific and the Americas. The team's geographical breadth and local knowledge help us to provide insights at every stage of the process. We do this in several ways:

- The Financial Institutions claims team has a breadth of experience and knowledge made up of individuals from insurer, broker and legal backgrounds.
- We work collaboratively with the market for swift resolution, managing both lead claims as well as being a trusted follow claims partner.
- We have unlimited local authority to ensure the efficient handling of claims.
- The team has market-leading expertise in resolving high profile, complex claims.
- We work together as one integrated team across claims, underwriting and other disciplines, engaging early and ensuring shared understanding.
- We act decisively when and where it matters, giving local specialists authority to act in their clients' interest.
- We pay out fairly and promptly, accessing formidable global resources.

A consistent approach

We will work collaboratively with our clients and brokers throughout the lifecycle of our relationship to provide a holistic service including our added value Claims+ proposition. This partnership comprises of support pre-loss by providing proactive risk management, during the policy by providing claims trends, training and data, during a claim by acting as a trusted partner, and post loss, by providing learning and development for better risk awareness and management. This includes working in unity with our third-party partners and service providers.



FINPRO Claims Management Team

Nikunj Mahida is the Head of Third Party Claims, UK and MENA. He has over 15 years' insurance experience and has been part of the Liberty Claims team for over 10 years. Prior to his time at Liberty, Nik trained and qualified as a solicitor and has also worked at another global insurer. Nik's responsibilities span across the FINPRO and Casualty lines of business.

Carly Marston is the Head of FINPRO Claims. Having qualified and practiced as a solicitor, Carly joined Liberty on secondment in 2015 before moving to the Liberty Claims team permanently in 2017.

Carly is supported by Stephen Doherty, Sai Compton and Chris Spice who are jointly responsible for managing the FINPRO Claims team.

Sai has over 14 years' experience within the Insurance industry with a focus on high value, complex claims in various jurisdictions across the FINPRO lines. Sai is primarily responsible for driving forward the Financial Institutions claims proposition.

Stephen is a qualified solicitor in England & Wales with over 15 years' insurance industry experience. Stephen has worked for Liberty since 2018 in Liberty's Sydney and London offices.

Chris has worked in the insurance industry for the past 23 years and has worked in Professional and Financial Lines Claims since 2009 for various global insurers. Chris joined Liberty as a FINPRO Claims Manager in January 2025.

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