



## CLAIMS

Claims

# Claims Overview

### KEY CONTACTS:



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### Early Intervention and Thorough Investigation Are Guiding Principles

Vela works with policyholders to investigate claims early. The sooner our examiners get involved, the more likely it is that a timely resolution is achieved. We have established a reputable team of attorneys, adjusters, experts and other industry specialists to assist us in evaluating the issues and the roles of all parties involved so the parameters of the claim and its cause are clearly established. Our goal is to get all the facts, understand the circumstances and move toward resolution without disrupting the day-to-day business of your insureds.

### Luminaries in Cost Control

The heart of our claims management practices is centered on litigation strategies that generate efficient resolution of construction, professional liability, products liability and general casualty claims. Our cost control methodology includes, but is not limited to:

- Legal expense reviews and audits
- Recovery services
- Vendor expense management

Vela's elite panel of defense counsel supports policyholders nationwide. These attorneys are selected for their experience and expertise in working within our industry niches. Their charter is to extricate your clients from lawsuits quickly and equitably.

### Communication Helps Us Chart the Right Course

We know that successful claims handling is founded on regular exchange of information. To that end, we respond to a claims submission whether by phone, fax or email within 24 hours of its receipt and follow-up with a written acknowledgment to both you and your insured.

As the claim progresses, our claims professionals and counsel stay in contact with the policyholder to solicit input and report on case developments. Your client will always know what's happening with the case and why.

Vela has integrated in-house claims management into our operational model because it is the best way to support our policyholders, keep loss costs low, and provide the responsive service which our broker-partners rightfully demand.

**SUBMISSIONS:** [submissions@vela-ins.com](mailto:submissions@vela-ins.com)

**GENERAL INQUIRIES:** [marketing@vela-ins.com](mailto:marketing@vela-ins.com)



**VELA**  
INSURANCE SERVICES

| a Berkley Company

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**Vela Insurance Services | a Berkley Company,** provides excess & surplus lines insurance solutions through our exclusive network of wholesale brokers in our three key market segments: Construction, Specialty Casualty, and Professional Liability.

### Our Claims Professionals

On average, they have more than 20 years of claims management experience. Several are attorneys, others hold top-level credentials in the industry including CPCU, AIC, ARM and SCLA certifications.

In addition to their own in-depth expertise, the Vela claims staff has access to a rich reservoir of knowledge from attorneys, other experts and from other member companies of W. R. Berkley Corporation. This combined knowledge helps keep Vela's resolution costs at the lowest possible levels. Our dedicated recovery department assures that all liable parties contribute to the settlement at a level commensurate with their responsibility for the incident.

Vela Insurance Services underwrites and provides coverage for a broad range of construction, manufacturing, general casualty and professional liability risks.

### Claims Inquiries

For more information on Vela Claims Management, please call **(866) 915-7478** or email **claims@vela-ins.com**.

### LOCATIONS:

ATLANTA, GA	NAPERVILLE, IL
CHICAGO, IL	NEW YORK, NY
GLASTONBURY, CT	OMAHA, NE
HAMILTON SQUARE, NJ	PHILADELPHIA, PA
LOS ANGELES, CA	SCOTTSDALE, AZ
MEDFORD, OR	SOLVANG, CA
MINNEAPOLIS, MN	WALNUT CREEK, CA

**SUBMISSIONS:** [submissions@vela-ins.com](mailto:submissions@vela-ins.com)

**GENERAL INQUIRIES:** [marketing@vela-ins.com](mailto:marketing@vela-ins.com)

*Products and services are provided by one or more insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued. Certain coverages may be provided through surplus lines insurance company subsidiaries of W. R. Berkley Corporation through licensed surplus lines brokers. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds. ©2021 Vela Insurance Services | a Berkley Company. All Rights Reserved.*

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