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### QBE LAUNCHES INNOVATIVE MAJOR INCIDENT RESPONSE SERVICE FOR MOTOR CLIENTS

**LONDON, 19 AUGUST 2009**

QBE is pleased to announce that it has joined forces with loss adjuster Cunningham Lindsey to provide a new major incident response service for its motor policyholders.

The objective is to provide fast and comprehensive support (including practical, medical and financial assistance) to the victims of any major motor incident, such as a coach or bus crash. The service will be provided to existing policyholders without additional cost.

Cunningham Lindsey will provide the service and, on behalf of QBE, will work with the emergency services to provide assistance at the scene of an accident and then as required in the following days and weeks. The team will:

- Make alternative travel arrangements for displaced persons
- Assist with accommodation where required.
- Assist relatives of injured parties in making contact.
- Provide medical and psychological rehabilitation services through Corpore (rehabilitation provider)
- Manage all media enquiries

*Matthew Crane, Managing Director for Motor insurance at QBE European Operations, said:*

“As a business our aim is always to lead the market in terms of service to our policyholders. Having identified a need for faster and more effective action to assist victims in the aftermath of a major motor accident, we were keen to develop an enhanced service which would both benefit our policyholders and fill a gap in the market. I am delighted that this initiative is now ready for launch to our clients.”

*Michael Faulkner, Training and Compliance Manager at Cunningham Lindsey said:*

“We are delighted to be working in partnership with QBE on this exciting new initiative. We have in place very experienced people throughout the UK who can



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respond promptly and effectively to major incidents, and by making use of this network QBE will be able to give real added value to their policyholders. The programme will ensure that there is 24-hour support available to them when and where it matters. The programme works, not only in the immediate aftermath of an accident but will provide a follow up rehabilitation service for injured victims via Corpore.”

*Neil Irwin, General Manager of Corpore said:*

“Corpore has worked with QBE for a number of years and I am delighted to formalise this service which we have historically delivered on an ad hoc basis. Delivered through our Injury Response Centre in Cardiff, our experienced team has managed a number of these incidents and successfully supported the rehabilitation of the injured victims at a most traumatic time for them and their families.”

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### **For further information please contact:**

Victoria Sisson  
Senior PR Consultant  
QBE European Operations

Tel: +44 20 7105 4428

Email [victoria.sisson@uk.qbe.com](mailto:victoria.sisson@uk.qbe.com)

### **Notes to editors**

#### **ABOUT QBE**

QBE Insurance Group is Standard & Poor's 'A+' rated and is one of the world's leading international insurers and reinsurers, headquartered in Sydney, Australia. We operate out of 45 countries across the globe, with a presence in all key insurance markets, and are lead underwriters within our chosen markets, setting rates and conditions. For the year ended 31 December 2008, the company underwrote gross written premium totaling £6,025 million and held shareholders' funds of £5,364 million.

QBE's European Operations, which accounts for almost 40% of QBE Group turnover, is a leading specialist in London market and European commercial lines business. Active in both the Lloyd's and company market, QBE offers considerable diversity to the broking



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community, via eight product-focused underwriting divisions - casualty, QBE Re Europe, property, motor, marine & energy, specialty, aviation - all operations have the ability to write on both Lloyd's and company market paper.

### **ABOUT CUNNINGHAM LINDSEY**

Cunningham Lindsey is one of the very few truly global loss adjusting and claim management companies in the world. We offer a unique blend of stability, innovation and technical ability across a variety of disciplines, including claims handling, domestic and commercial loss adjusting, catastrophe or major loss acclaims handling, fraud management and claims management assistance. We offer 6,800 employees spread throughout 600 offices in more than 60 countries.

Further information can be sourced from [www.cunninghamlindsey.com](http://www.cunninghamlindsey.com)

