



## Claims Services

### Dedicated service from an expert claims team.

Every successful business person knows that it's invaluable to have company investments and assets protected. At Old Republic Aerospace, Inc. (ORAE), we approach our clients' claims in the same manner we would want our personal claims handled. Our dedicated claims specialists include aviation adjusters, attorneys and pilots who average over 15 years of aviation claims experience and can effectively manage all facets of aviation-related claims ranging from simple property damage to the most complex aviation accident. Additionally, the claims team's partnership with our staff of aviation underwriting professionals and risk control experts assures a proactive approach to risk avoidance and mitigation.

#### *Our Mission:*

*The mission of the Old Republic Aerospace claims team is to act with the utmost professionalism to protect the interests and integrity of our clients by promptly and fairly resolving claims. Our goal is to help our clients get back to doing what they know best - operating their business or aircraft. We strive to provide the most professional comprehensive service in the industry.*

### First-rate claims service whenever our clients need it.

- Claim reporting and acknowledgment is available 24 / 7 / 365 either online or by telephone. The insured will be contacted within 24 hours of notifying us of a loss and immediately in the event of an emergency. In addition, insureds receive regular updates on the status of the claim.
  - Our aviation claims professionals are ready to respond 24 hours a day, 365 days a year with the authority to make critical decisions including loss payments to policyholders and appropriate loss payees
  - The ORAE claims team promptly analyzes each reported claim and a thorough factual investigation commenced. This permits us to make timely decisions concerning coverage, liability and damages and thereby efficiently resolve claims.
  - Our claims team has access to an extensive network of aviation experts and attorneys to address the needs of each claim
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- ORAE provides a fully trained and equipped emergency response team ready to rapidly deploy at a moment's notice to a major accident site

### Expert claims receptiveness with our clients' interests in mind.

- Our track record of providing prompt and thorough claims service including fair and equitable resolutions has earned the ORAE claims team a respected reputation in the industry
- Our Best Practices promote on-site inspections by in-house claims professionals rather than relying on third-party adjusters and outside vendors
- When a claim occurs or a lawsuit is filed, legal advice may be needed. Our insureds have the advantage of our global partnerships with experienced attorneys with aviation expertise.
- ORAE's insureds benefit from our access to a broad network of aviation resources including appraisers, engineers, technicians and investigators that offer valuable professional support

# Old Republic Aerospace - Premier Product Offerings

## Business Aircraft / Corporate Aviation

Old Republic Aerospace can provide an extensive set of aircraft liability and physical damage coverages for today's general aviation aircraft. Aircraft physical damage limits up to \$35 million and liability limits of up to \$300 million are available for qualified accounts. Coverages can be combined to match an insured's unique set of risks.

## Commercial Aviation

We offer insurance plans for a wide range of commercial aviation businesses including UASs, privately owned airports, MROs, FBOs, charter operators, university flight programs aerial photography, sight-seeing, aircraft repair and service and fueling operations just to name a few.

## Workers' Compensation

Our highly skilled, in-house workers' compensation team provides comprehensive workers' compensation coverage and claims service to a wide variety of aviation-related operations. Program offerings include guaranteed cost and loss sensitive programs, repatriation expense for foreign travel, sliding scale dividend programs and the NBAA Workers' Compensation Insurance Program - exclusively for NBAA members.

## Manufactured Products

We can offer an aviation manufactured products liability policy protecting a manufacturer against third party legal liability arising from physical damage or bodily injury as a result of an alleged aviation product failure or defect. Liability limits are available up to \$100 million CSL including property damage, bodily injury and grounding liability.

## Airlines

The Old Republic Aerospace in-house underwriting and claim experts are highly trained, experienced and well positioned to serve the airline industry. We offer a comprehensive range of products and services for all airline operations.

## Airports and Government Entities

Our airport and government entity team has the expertise to underwrite comprehensive and competitively priced products. We provide specialized industry-specific products and services for commercial and general aviation airport operators and government/ municipal aircraft (fixed-wing and rotor-wing).

## Agricultural Aviation

We can provide a full array of aircraft physical damage and liability coverages designed for aerial applicators operating piston or turbine powered aircraft, fixed-wing or rotor-wing. In addition, we offer an agricultural aviation policy form - a broad, updated policy form for aerial applicator coverage.

## Light Aircraft / Pleasure & Business

In addition to Hull, Liability and Medical Expense coverages, we offer a broad array of contingent coverages for light aircraft including use of non-owned aircraft, hurricane relocation expense reimbursement, search and rescue, runway foaming, extra expense for renting a replacement aircraft and much more.

## Specialized Claims Services

Our dedicated, in-house claims specialists have extensive experience in managing all facets and types of aviation claims. It is our mission to act with the utmost professionalism while serving to protect the interests and integrity of our clients by promptly and fairly resolving claims. We strive to maintain and enhance the public's impression of our policyholders, permitting our clients to return to their normal operations as rapidly and seamlessly as possible.

## Risk Control Services

We assist our clients in mitigating the frequency and severity of losses through risk control, a comprehensive service provided by Old Republic Aerospace. Our in-house risk control professionals help our clients improve safety, reduce risk exposures, control loss costs and facilitate programs to enhance operational performance.

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### For additional information please contact:

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*The benefits stated above are illustrative and by no means exhaustive, and services can always be customized to meet our insured's needs.*

**Insuring New Horizons<sup>SM</sup>**

