

“Having dealt with Citynet for over 15 years, I cannot recommend their claims service highly enough. The service is fast, proactive and very efficient and crucially in our business very client focused.”

Director - First Ireland

Claims Services...

We offer a reliable, trustworthy, in-house claims service which is built upon our extensive knowledge and a vast experience in the London market. Our team takes a pro-active stance, working closely with clients to minimise their exposures and reduce the number of losses that they suffer.

We believe in a personal approach and will happily meet with clients to fully understand their needs and requirements.

Citynet recognises that each claim creates different challengers and we leave nothing to chance. We take a “hands-on” approach and deliver an industry-leading claims solution by directing negotiations to secure the best possible outcome for your clients

How our claims team works?

Citynet understands the impact that a claim can have on your clients’ business which is why, when a loss occurs, you will be assigned a dedicated claims handler who will work closely with all parties to achieve a quick result that is fair, reasonable and satisfactory to your client.

When a claim is made, it is our aim to make the insured’s policy work for them. We stand up for our clients, investigating coverage issues and challenging decisions when necessary. Where issues to arise, our experienced team is always on hand to provide guidance and reassurance when they are needed most.

We understand that when tested, it is our claims service that is most integral to maintaining our reputation and is ultimately how we will be judged by our clients.

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