

# Markel US and Bermuda claims

Combining experience and dedicated customer service aimed to achieve the best possible resolution.

Here is what some of our customers have to say:

“You guys are amazing and all of your employees absolutely excel in customer service. Everyone is so kind, so understanding, and so helpful in such stressful times. I am truly appreciative!”

– Markel Insured

“The representatives I spoke with were easy to deal with and handled my questions and concerns very professionally. It was a pleasure dealing with them.”

– Markel Insured



## About Markel

Markel Group Inc. (NYSE: MKL) is a Fortune 500 company with insurance, reinsurance, and investment operations around the world. We were founded in 1930 and are headquartered in Richmond, Virginia. Our financial goals are to earn consistent underwriting and operating profits combined with superior investment returns to build shareholder value.

## Spotlight: Customer focus and specialization

### Customer focus

- Our claims teams are focused on timely, productive interaction with production partners, claimants, insureds, and other impacted stakeholders throughout the claims process.
- Our goal is to make customer contact within one business day of receiving a claim notice.
- Our 2024 net promoter score is above 60 – well above the insurance industry NPS benchmark of 28.

### Specialization

- At Markel, our goal is to build one of the world’s great companies. We strive to do this in a number of ways, but specialization is key to our success. We partner closely with our underwriters and each of our claims teams is highly specialized. Here are a few of our dedicated teams: catastrophic, complex and large loss, construction, medical-only, products liability, prompt resolution, and special investigations.

## By the numbers

624

Claims employees

65.5

NPS score (ranking well above satisfactory)

120,000

Claims closed in 2024

\$2.6b

Paid in indemnity in 2024

# Markel US and Bermuda claims

## Key contacts

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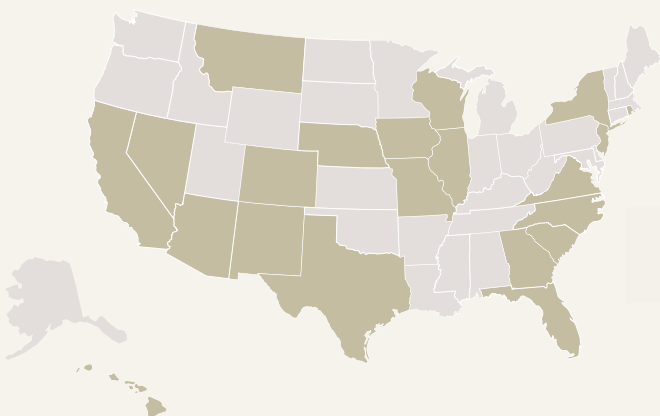
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## Locations of claims associates



## Learn more about claims and how to report a claim



Visit

[markel.com/claims](https://markel.com/claims)



Email

[newclaims@markel.com](mailto:newclaims@markel.com)

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