

Australia

Marine claims capability statement



Our marine claims promise

At Markel Australia, our claims promise is to be true to our word, every time. We aim to provide a customer-focused, nimble and value-adding marine claims service through local claims ownership, clear communication and access to specialist marine expertise across the wider Markel organisation.

Local ownership, global marine expertise

Brokers and insureds receive a dedicated Australian claims contact, supported by experienced claims handlers, specialist marine expertise across Asia Pacific and London, established external service provider relationships and scalable operational support.

Each marine claim is allocated to an experienced Australian claims handler who remains the broker and insureds consistent point of contact throughout the claim. When additional class-specific, technical or jurisdictional insight is required, the handler can draw on expertise from Markel's wider marine claims network. This model combines local ownership with the breadth of expertise available across Markel, providing a value-adding marine claims experience.

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SPECIALIST SERVICE PROVIDER NETWORK

Markel has identified specialist marine loss adjusters, surveyors, technical experts, maritime law firms and recovery specialists to support claims handling and investigations when required.



DEDICATED CONTACT AND EFFICIENT CLAIMS HANDLING

We provide a dedicated marine claims notification channel, a tailored marine claims notification form and clear escalation pathways to regional and international marine specialists. For eligible higher-frequency, lower-value matters, we are developing a streamlined fast-track handling model designed to support prompt triage, proportionate claims handling and clear communication.



NIMBLE AND SCALABLE CLAIMS OPERATIONS

Our operating model supports responsive triage, efficient workflow management and scalable administrative support as the portfolio develops. This allows our claims handlers to remain focused on clear communication, informed decision-making, and effective claim resolution.



LOCALLY EMPOWERED CLAIMS HANDLING

Our Australian claims handlers take ownership of each claim, coordinating the right expertise and service providers as needed. Decisions are made as close to the claim as appropriate, with clear escalation and governance for matters requiring specialist input or additional authority.



CLEAR COMMUNICATION AND NO SURPRISES

We prioritise prompt, clear and consistent communication throughout the claim lifecycle. We do not shy away from difficult conversations and aim to identify and explain potential issues early, so brokers and insureds understand where they stand. Our approach is fair, commercially minded and focused on timely, well-reasoned outcomes.

