



Risk Management Nabarro Claims Solutions

STRATEGIC PARTNERSHIP

Nabarro Claims Solutions is a strategic partnership between Nabarro LLP and Deloitte, leading provider of business solutions.

This is the first time that two professional services teams have come together to jointly deliver claims handling services to clients. Deloitte brings a real understanding of the delivery of process solutions in a professional environment which compliments the deep level of technical skills provided by Nabarro. This includes:

- Practical experiences, successfully managing individual and group litigations;
- Pre-eminence in managing pre-litigated claims;
- Resolving complex liabilities; and
- Ability to support and advise in-house legal teams.

Through this partnership we are able to offer clients an end to end solution for managing both operational and legal elements of claims handling.

WHERE WE SEE THIS SERVICE BEING USED

Whenever a business faces real challenges to its reputation and requires support and assistance in facing those challenges and in handling volume interactions with customers or suppliers Nabarro Claims Solutions can step in and provide assistance.

Examples include:

- Product recalls
- Regulatory interventions
- Group litigation

BENEFITS TO CLIENTS

- A one-stop professional services solution;
- Integration of pre-and post-litigated claims handling reducing handling inconsistencies’;
- A single point of contact, limiting the contractual administrative burden on clients;
- Efficiency arrangements at a time when clients need to demonstrate value for money.

OUR APPROACH

Our service is built on five pillars that are of paramount importance to our clients:

- Cost efficiency;
- Quality;
- Scalability;
- Flexibility;
- Value.

NABARRO CLAIMS SOLUTIONS CASE STUDY

Client: Department of Energy and Climate Change (DECC)

Project description: Provision of claims handling and major personal injury related litigated services to DECC, under a five year contract.

DECC required a service provider to deliver a volume claims handling solution, coupled with major litigation and strategic legal advice. DECC’s objective was to appoint a service provider that could deliver a fully integrated service, in response to the large number of personal injury claims by former coal miners, for which DECC assumed liability. Following a vigorous competitive tender process, the Nabarro and Deloitte solution was chosen, with McClure Naismith subcontracted to provide Scottish legal advice.

Likely claim volumes were uncertain, however DECC’s stipulation was that the service provider would need capacity to handle up to 10,000 claims per year. We were able to provide that assurance, with the ability to scale up should the need arise.

Our solution provides DECC with the comfort of knowing that the service can be scaled up and down, as claim volumes fluctuate.

Regular management information is generated, providing clarity on fees and performance. Quality assurance and audit mechanisms are built into the system.

An innovative pricing mechanism was agreed with DECC, enabling them to budget and forecast effectively and giving demonstrable value for money.

The Nabarro resource fees into the claims handling function on technical legal issues, as and when required.

The claims handling team is based in Nabarro’s London office.



N A B A R R O
CLARITY MATTERS

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