



Client Overview: Faraday

DOCOSOFT: providing innovative claims management software solutions for the global insurance and financial services markets since 1997

The Faraday Claims Management System went Live in January 2013 and since then DOCOSOFT has delivered a Claims Management Solution with Sequel Eclipse Interface. DOCOSOFT quickly followed that implementation with a bespoke claims CRM Module and recently renewed its Faraday contract for another five years in May 2015 winning a competitive tender over a number of leading, globally renowned software providers. Faraday is one of the six ECF2 Write Back early adopters and is currently undergoing a two phased upgrade to the new Write Back version, which will be live Q4 2015 – Q2 2016. In addition, Faraday has asked DOCOSOFT to develop a bespoke EL/PL Ministry of Justice Claims Portal ready to go live in 2016.

DOCOSOFT IS THE LEADING PROVIDER OF CLAIMS MANAGEMENT SERVICES TO THE LONDON INSURANCE MARKET. OUR SOLUTIONS ARE TAILORED TO EACH CLIENT, DESIGNING AND CREATING SOLUTIONS WITH THEIR CLAIMS MANAGEMENT NEEDS IN MIND. DOCOSOFT WORKS HARD TO UNDERSTAND ITS CLIENTS AND ALWAYS FORMS STRONG WORKING RELATIONSHIPS.

The Faraday group is part of General Re Corporation, a wholly owned subsidiary of Berkshire Hathaway. The group derives its capital strength entirely through its own resources, without external investment. In this respect, it has a uniquely solid and stable financial capability. The Group comprises two risk-bearing entities. Syndicate 435 at Lloyd's underwrites Aviation, Casualty (North American Specialist Lines and UK Liability Insurance) and Property (Direct & Facultative and Treaty). Faraday Re is an AA+ London market reinsurance company operating in Casualty lines (International Treaty

Reinsurance). Across the group, six specialist teams underwrite a diverse range of risks worldwide, developing close and mutually supportive relationships with clients and brokers in its chosen markets.

The Faraday claims team provides a first class service to clients, brokers and its underwriting teams. The team has over 300 years of collective experience, averaging nearly 20 years per individual. This provides a very substantial body of knowledge to inform and accelerate the claims process. Each of the claims managers is a well-established lead claims professional in his or her chosen field, with a proven track record of dealing with complex claims and assisting clients.

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