



*For a Better Result.....*

# Insurers Top Ten Excuses for Delay

In pursuit of claims, many excuses are offered as to why your claim has not been settled or dealt with. This is even so in the clearest of cases.

The only way to deal with insurers is to be ruthless with them. (And we all know what they are like when the shoe is on the other foot.)

For your entertainment, we present the “**Insurers Top Ten**” **delay excuses**.

(In preparing this blog, we actually came up with at least 20 excuses, but these are the best...Tell us your own....)

10. “Our insured has yet to meet policy conditions....”
9. “We require an assessment opportunity for your vehicle.....”
8. “Please call us during our business hours which are.....”
7. “We deny liability and your claim has gone to our legal department...”
6. “Bill is your file handler and he is off sick today.....”
5. “Industry standard is \$65.00 per shift. We require 6 months BAS & “P&L” to further consider your demurrage claim....”
4. “We are waiting on our insured’s version and diagram before we will consider your claim....”
3. “Your claim is now being processed by our Sydney/Melbourne/Adelaide claims office”
2. “We have no record of that claim reference....”

And (drum roll please) this is our favourite...

1. “**We haven’t received your letter/fax/email with your proof of loss....”**

There are better ways to deal with the insurers. Consistency and determination will result in a reputation that will prevent these excuses being offered time and time again....

For more information about specialist accident recovery services, contact *Robert Bakker*