

Q&A with Kathy

Keep Calm & Call Kathy

Your questions, answered by our Claims Manager.

Can you tell us a little about yourself and your background in Insurance claims?

I have worked in the Professional Indemnity field for over 30 years, supporting clients across a wide range of professions on complex and high-value cases. I have extensive experience in managing cases through to a successful conclusion, whether by mediation, arbitration, litigation, or negotiation.

What does your role as Claims Manager involve at CIEEM Insurance Services?

My priority is to ensure that our service levels remain high, to offer as much support as possible, to make the claims journey, which can often be a long and stressful road, as easy as possible, and to provide support throughout the life of a claim.

My role is to lead the claims team. I am responsible for strategy, oversight, and performance. I provide team leadership and mentoring.

What can clients expect when they contact you about a claim?

Clients can expect a reassuring conversation with an experienced specialist who has the technical knowledge to understand the issues, offer guidance on the next steps, and provide support from day one of a notification through to the conclusion of the case.

What do you think makes a good claims service?

Friendly, technically sound claims handlers who are available and proactive, offering a reassuring and immediate response.



What advice would you give clients before they ever need to make a claim?

Communication and documentation are key.

Claims can fail simply because of a lack of supporting documentation. As Professional Indemnity is written on a claims-made basis, it is vital that notification is made as soon as an insured becomes aware of any circumstance that may lead to a claim. It is best to avoid having to discuss the possibility of "late notification" with insurers.

If in doubt, give us a shout. We are here to help and can advise on the timing of a notification, as well as any other concerns a client may wish to raise.

What do you enjoy most about helping clients through the claims process?

It is a privilege to be the person assisting clients through a process that, in most instances, is straightforward but can, on occasion, become all-consuming and stressful.

Being able to offer reassurance and guidance, and to make the claims journey as easy as possible, provides great job satisfaction.

If you ever have a concern about a circumstance that could lead to a claim, don't wait. Early advice can make all the difference. Contact Kathy and the MFL Claims Team for expert guidance and support when you need it most.

Kathy Cranney LLB ACII
Claims Manager

📞 01612377748

📞 07495499705

✉️ kc@mflinsurance.com



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