

PROPERTY // COMMERCIAL PROPERTY // PRODUCT PROFILE // AUSTRALIA

## Protecting commercial property from loss and damage

**Property damage can have a devastating impact on any business. Liberty Specialty Markets (Liberty) offers protection against the financial impact of repair costs, machinery breakdown, and the loss of revenue caused by business interruption.**

Our property insurance solutions are tailored to meet the individual needs of every business and property owner, based on the quality of the individual risk and the information provided through the submission process. The outcome is customised, competitive terms combined with significant capacity.

Our clients benefit from two key initiatives, both designed to make things easier when life takes a turn for the worse:

▶ **Fast-Track claims**

We aim to settle eligible claims (estimated to be less or equal to AU\$25,000; all relevant documentation submitted at notification) in less than a week. Some may be resolved in 24-48 hours; others may take longer, depending on the information needed to assess the claim.

▶ **Public relations services**

Our commercial property clients have access (subject to certain conditions and in line with policy conditions) to the crisis management expertise of WorldAware in the event of a loss. WorldAware helps the client deal with the media and regulatory enquiries in the immediate aftermath of a loss, so the business can get back on track as soon as possible.

### Coverage

- ▶ Industrial special risks
- ▶ Machinery & electronic breakdown
- ▶ Business interruption

### Capacity

- ▶ Up to AU\$150m limit of liability
- ▶ Provide 100% or large lead line capacity

### Preferred business segment

- ▶ Warehousing
- ▶ Manufacturing
- ▶ Technology
- ▶ Modern hotels, resorts and leisure centres
- ▶ Healthcare and retirement living
- ▶ Logistics and transportation
- ▶ High-rise strata
- ▶ Retail store chains and department stores
- ▶ Real estate – retail, office and industrial
- ▶ Wineries and breweries
- ▶ Golf clubs – private
- ▶ Infrastructure – airports, roads and water
- ▶ Financial and legal services
- ▶ Media and publishing

## Why Liberty?

### Specialist underwriting

Liberty's underwriters are focused, disciplined and consistent: we believe this is the best way to do business. Our specialists have the technical ability and market knowledge to provide tailored insurance products that respond to client needs.

They work closely with our risk engineers and claims team to deliver a superior service for brokers and clients, and they work hard to foster these relationships over the long term.

### Proactive risk engineering

Risk engineering is fundamental to our underwriting strategy and the development of long-term relationships with brokers and clients. Our highly experienced risk engineers have an in-depth understanding across industries, adding value in both prebind and postbind phases.

They work collaboratively with clients to identify exposures, assess risks, provide recommendations on loss prevention and introduce new concepts for overall risk control.

### Integrated claims

Our claims specialists have extensive experience handling complex claims locally and internationally. They work shoulder-to-shoulder with our underwriters to provide brokers and clients a premier level of service which has been recognised in independent industry surveys.

With a consistent and positive approach, it is always Liberty's objective to settle claims quickly, efficiently, and with the minimum of fuss.

## Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 20,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' (strong) rating.

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