



Clubs and Tour Organiser Liability

Claims Procedure

Please see attached document regarding “Claims Procedure”. In the event of a legal claim made against your company please proceed as follows where our involvement in the process is concerned.

1. Upon receipt of a formal complaint please forward this to MPI Brokers immediately preferably unanswered however an acknowledgement should be made and all correspondence and other supporting documentation to be included in your notification to us.
2. It is important that we are advised at the beginning of the claims process in order for us to be aware of the existence of the claim and to log this on our register. We will advise insurers and forward to them your claim who will then deal direct with you on a regular basis.
3. From time to time we will seek an updaters on the status of the claim either by contacting insurers or in general conversation with you.
4. At any stage if you would like us to pass comment on any part of the claims process please feel free to contact us, we are here to help.
5. When the claim is finally settled we will be advised by insurers of the outcome and settlement, plus disbursement costs for our files, which will then be closed.

Don't forget that it is your company or club that is being sued and insurers are there to help. You are not able to simply walk away and expect insurers to take it over. You will appreciate there will be actions they will ask you to take which are contained in this document which again I urge you to read.