

# Post-loss review

Claims analysis is an important part of reactive monitoring.

We can learn from past losses to understand why incidents occurred and what could have been done differently to prevent the incident in the first place and to defend the claim.



## Overview

Aimed at organisations that have experienced any of the following or want to understand more about why claims occur:

- A large loss claim
- A series of smaller claims
- A deteriorating claims experience
- A deterioration in claims defence.



## Approach and benefits

This targeted liability review looks at the specific risk factors that are relevant to the losses experienced by the organisation to help you understand:

- Why the loss occurred
- What you have learned from the loss
- What you could do differently to prevent future losses
- How to improve claims defence.



## What to expect

The duration of the review will depend on the range of your activities and the number of locations and activities to be assessed. The review will include:

- A scoping/introduction meeting with the risk consultant
- A desktop review of relevant claims and documents
- A discussion about your arrangements for managing the loss-specific risk factors
- A site walk-through where applicable
- A closing meeting to discuss our findings
- A report outlining our findings and any recommendations for improvement.



## Other services

You might also be interested in:

- IOSH Managing Safely training
- Behavioral Safety Leadership training
- Public Liability assessment
- Employers' liability assessment
- Accident investigation and claims defensibility
- Wellbeing health check
- Inspection regimes



## Zurich Risk Advisor

Our free-to-use app allows you to undertake a basic assessment of your existing arrangements for managing risks as well as providing guidance for improvements, and insight on related topics. [Zurich Risk Advisor](#)



For more details on any of our risk solutions, please speak to your usual Zurich contact or email: [zrs.enquiries@uk.zurich.com](mailto:zrs.enquiries@uk.zurich.com)



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