



Persistence is required to secure the compensation due

If the insurance company rejects a claim, it may be a good idea to seek help from an impartial advisor who knows the terms and conditions of the company's insurance policy.

By Kristine Seest

In February 2022, the production company Mosbaek A/S was the victim of theft. Mosbaek produces water brakes for the protection and operation of sewer systems, and it was precisely a pallet of these water brakes worth DKK 163,000 that was stolen.

»It was quite a big loss for us, and as a small company we did not immediately have the opportunity to replace the stolen property,« says Director Marina Mosbæk Johannessen of Mosbaek A/S.

It was not until Mosbaek's insurance broker, WTW, paid Mosbaek a visit to conduct the annual meeting where the company's risks and insurance terms are reviewed that Mosbaek became aware that they could seek compensation for the theft they had suffered.

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Marina Mosbæk Johannessen

Director, Mosbaek A/S

»As a company, we are used to having to cover losses ourselves, so we hadn't seen compensation from our insurance as an option at all. WTW's proactive approach made the difference in terms of reporting it as an insurance claim,« says Marina Mosbæk Johannessen.

The crucial details

The theft was reported, but the insurance company refused to cover the loss on the grounds that it was petty theft and not open theft, which is covered by the insurance.

»The insurance company believed that the theft could not be defined as open theft, as no one had

seen the perpetrator at the time of the crime. On the other hand, at Mosbaek they had noted the circumstances in which the theft was committed, and it was on those grounds and with reference to an earlier ruling by the Insurance Appeals Board that I asked the insurance company to reassess their rejection of the claim,« says Claims Specialist Dan Hansen of WTW.

In the Insurance Appeals Board's ruling on another case of theft, emphasis was placed on the course of events in connection with the theft, and WTW could refer to and compare these circumstances with the circumstances of the theft at Mosbaek. It turned into a process of rejection from the insurance company – a rejection that they subsequently upheld twice despite repeated requests from WTW. In the end, the case

was settled with the insurance company agreeing to WTW's claim and granting Mosbaek A/S coverage for their loss.

»It may be necessary to go into the details of a damage or theft and the insurance terms and conditions. Without our advice and direct contact with the insurance companies on behalf of the client, our clients can be a quite powerless, because they do not have the qualifications for assessing a decision from an insurance company as we do,« says Dan Hansen.

Marina Mosbæk Johannessen confirms this:

»We don't have the option to search in previous cases, nor is it our experience that it worth our efforts to be persistent in these situations. If WTW had not intervened in the matter, we would probably have decided that our time was better spent on other things. But with the compensation, we have actually been given the opportunity to replace the stolen property,« says Marina Mosbæk Johannessen.

Mosbaek A/S is not the only client that WTW has assisted with a claim and secured the compensation due.

In 2022, WTW's claims division appealed 245 cases on behalf of clients to have the insurance companies' decisions or settlements of claims overturned. As a result, the insurance companies have agreed to WTW's appeals in 227 of the cases, and clients have received a total additional compensation of DKK 9,267,646. The last eighteen claims have not yet been settled.