

## Claims Handling - Delivering on Our Promise

At Global Aerospace, the way we handle your claim is how we make the biggest difference to your organization.

### Our Promise

Our claims professionals have extensive experience responding to serious accidents, including those involving family assistance, and handling complex aviation claims throughout the world. It is Global Aerospace's responsibility to provide the resources and expertise to address post-accident realities and work closely with our customers to resolve claims promptly and efficiently.

### Our Strength

Our claims team is made up of dedicated aviation insurance claims professionals with an average of 20 years of experience. Given the depth and breadth of our expertise, Global Aerospace can handle multiple catastrophic claims simultaneously anywhere in the world. When we appoint external service providers, we have the experience to guide and direct tactical and strategic decisions.

## Our Commitment to Our Customers

- Protect your brand;
- Preserve your relationships;
- Collaborate with your risk management team, legal team and Global Aerospace's senior management team;
- Be available when you need us – 24 hours a day, 365 days a year;
- Provide outstanding service, anywhere in the world;
- Handle your claim promptly;
- Listen to you and your broker.

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