



What can your client expect from HMIA's claims process?



All of our claims are handled locally in-house, meaning that our heavy motor specialists work quickly and intelligently to ensure your claim is processed fast, and the fairest possible outcome can be achieved.

You and your client can rest assured knowing that your fleet is in reliable hands. A dedicated heavy motor expert is appointed to each brokerage to ensure you know who to contact when you need it.

We only hire experienced and talented heavy motor insurance specialists meaning that you have direct access to the decision makers. Your claim will be managed in every facet by the same claims consultant to ensure your client is back on the road as fast as possible and their interests are protected against other parties.

Meet some of the team!



Kathleen Richards
Claims Manager

With over 14 years' experience within heavy motor, Kathleen focuses on delivering HMIA's promise of effective claims resolutions. Kathleen is passionate about personal connections and advocates for a seamless claims experience for HMIA's brokers and mutual clients.



Tom Abrahams
Senior Claims Consultant

With over 11 years' experience in managing heavy motor claims and one of the original employees of HMIA, Tom wears his heart on his sleeve. Tom ensures HMIA's brokers and our mutual clients have peace of mind by proactively managing claims he takes carriage of from beginning till end.



Joseph Moorcroft
Senior Claims Consultant

With over 10 years' experience in insurance, Joe is just as driven today to provide quality claim solutions, as he was on day one. Joe prides himself on his high standards and ensures HMIA's broker and mutual clients receive timely claims updates and responses.



Paul Horwood
Senior Claims Consultant

With over 12 years' experience in insurance, Paul's background in underwriting, broking as well as claims provides him with a wealth of knowledge to assist our brokers and mutual clients. Paul's 'can do' attitude means that his brokers feel supported with no task being too big or too small.



- Customised claim updates on every claim;
- Dedicated claims consultant from the beginning to the end of claims; and
- Personalised claims management to suit your client's needs.

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HMIA
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