

# Global network & decentralisation enables speedy settlement

## Client

Jayshri Impex is a leading garment manufacturer and exporter of textile dyes and chemicals. The manufacturing facility is located at Jethpur (near Rajkot), Gujarat while the head office is at Mumbai.

Jayshri Impex manufactures "khanga" - an African traditional dress worn by all natives of African cities. Jayshri Impex has set high standards in garment export and has received many accolades from the Indian government for their exemplary work. Their group companies are based in Mumbai and Gujarat with offices in several cities within India and Africa.

## Cover: Marine Open Cover

Covering exports of all fabric items to African countries.

## What Happened

On October 5, 2004, 185 bales of an export consignment of fabrics was looted by armed bandits in a jungle section from the train carrying them to Brazzaville (Republic of Congo, West Africa). The claim was lodged at the Bajaj Allianz Rajkot office on the same day.

## Role of Bajaj Allianz

The location being remote Africa, Bajaj Allianz appointed Lloyd's Agency to carry out a survey on the same day. The survey report was submitted on November 20, 2004. The month long gap was due to the procedural formalities involved in Africa to procure documents like police papers and no trace reports. The survey report was submitted in French. A translation of the same was done at Ahmedabad on November 23, 2004. The Insured submitted all the remaining documents such as Power of Attorney, Original Bill of Lading, NoC from Consignee etc on November 25, 2004 from their Head Office at Mumbai. The claim was processed for the final amount of Rs.31,37,360/- on November 30, 2004 after verification of all documents. The cheque was presented to the partner, Mr. Praveen Hirpara on December 1, 2004 personally at Jethpur (near Rajkot).



Mr Praveen Hirpara receiving the claims cheque

## Lessons learnt

When the clients are in distress, it is essential to use all possible resources to alleviate their problems. Access to Allianz global network came in handy to provide prompt aid to the clients. In addition to this, effective co-ordination between the branch office and HO also helped in quick settlement of the claims. The decentralised model whereby policy issuing, processing and claims settlement by the respective offices was another cause of speedy settlement.

## Clients Reaction

When asked how he felt about handling of the claim, Mr Praveen Hirpara, partner in Jayshri Impex said, "It is simply amazing the way this claim has been settled speedily despite the loss having occurred in remote Africa. Incidentally, that train was carrying our other consignment insured with one other private insurer, but we are yet to receive any call from their end to update us on the claims progress. We shifted a part of our portfolio to Bajaj Allianz to test the service levels since we had a very bad experience of claim servicing with other Insurers. And I must say we are very satisfied now. The least we can do for Bajaj Allianz is to put our entire group companies in their insurance coverage and also tell other exporters about our experience"

