

## Navigating Reinsurance: The Crucial Role of Claims Payment

**15** Years  
of Reliability

### Introduction

In the intricate landscape of reinsurance, claims payment stands as a cornerstone of commitment and reliability. At Oman Re, we delved into this realm through extensive research, tapping into the insights of over 260 seasoned market participants. As stewards of long-term partnerships, our commitment to understanding and exceeding expectations remains unwavering.



### Key Findings: Unveiling the Significance of Claims Payment

#### Client Memory

An astounding 35% of participants underscored claims handling as a pivotal aspect of a reinsurer's performance. It's not just a transaction; it's an experience that clients distinctly remember.

#### Defining Reinsurers

Industry players concurred - reinsurers are defined by how they handle claims and payments. It's a reputation etched in the speed, efficiency, and fairness of settling cash claims.

## Meeting Expectations: The Oman Re Approach

### Transparent Responsiveness

In a world where time is paramount, we commit to transparency and responsiveness, assuring our partners that their claims are acknowledged and progressing through our system promptly.

### Continuous Improvement

Investing in our Claims Management team and system capabilities is an ongoing commitment. Specialized training sessions and streamlined workflows underscore our dedication to continuous enhancement.

### Speed of Payment

Acknowledging the urgency, our pledge is clear: valid cash calls receive approval and settlement within a maximum of 5 working days. Our post-earthquake performance in Turkey, with an average settlement duration of 2 days, showcases our dedication.

## Beyond Transactions: Building Faith and Integrity

### Core Values

Confidence and mutual understanding are the pillars of Oman Re. We, from the Executive Management to every team member, promise integrity, openness, and a steadfast commitment to long-term relationships.

### Recommendation Speaks Volumes

The resounding majority of our customers and contacts expressing their willingness to recommend Oman Re echoes the trust and satisfaction woven into our service.

Notwithstanding the recent advancement in our claims payment proficiency, our esteemed business partners anticipate continued enhancements, to which we steadfastly pledge our unwavering commitment.

In the ever-evolving landscape of reinsurance, Oman Re stands not just as a financial entity but as a trustworthy partner. We navigate claims payment not as a process but as a commitment to building lasting relationships in the intricate tapestry of the insurance industry.

This research was carried out by an independent specialist research agency, The Thriving Company Limited, UK. More results from the research will be communicated through a series of Oman Re Insights.