



Our mission is to be the most sought-after professional liability insurance carrier for design professionals through our ability to provide:

- **EXCEPTIONAL** claims handling
- **HIGH-QUALITY**, results-oriented and innovative services that help our policyholders manage their risk

Better By Design®



What Our Mission Means For You

- Your claims are handled in-house by our dedicated and highly experienced claims professionals, who have reasonable workloads. Your claim will not be outsourced!
- We provide fair and friendly claims services. You will be treated with respect!
- We advocate on your behalf and protect your deductibles, and do our best to maintain your important business relationships. We are your partner!
- We will not make important decisions without input from you. Your opinions matter to us!
- We are actively involved in the management of claims and circumstances and are responsive to you and your agents. We answer our phones and return calls!
- We help minimize the stress and worry associated with claims and circumstances by educating and supporting you throughout the process, enabling you to focus on your business. We understand your concerns!
- When needed, we retain high quality attorneys and consultants who are considered to be the best in their fields in terms of investigating, litigating and managing design professional risks, claims and lawsuits. Our team is fighting for you!



Top 10 Indicators That You May Need Claim Prevention Assistance

1. An error or omission has been discovered
2. Project is behind schedule and/or over budget
3. There are significantly more change orders than anticipated
4. Your firm is not being paid or is having trouble collecting owed fees
5. Communication has become strained
6. You are excluded from meetings or have a reduced role
7. A project participant is pointing the finger
8. Client retains a third party consultant to review progress
9. There is a collapse or significant event that could pertain to the design
10. You have an unsettled feeling the project isn't going well

Every matter reported will receive our personal attention because we understand it is important to you.



Claims Prevention and Early Reporting

Berkley Design Professional (Berkley DP) believes in early reporting and claims prevention. We want to be your partner in risk management. Visit us at berkeleydp.com/claims to learn more about our free claims prevention and early reporting program.



How to Report a Circumstance or Claim

Circumstances or claims (as defined in Sections VI.C and VI.D of the policy) must be reported to Berkley DP as required by the policy to avoid problems regarding timely notice or reporting.

Here's how to report:

- Complete the New Matter Report Form (found in the Claims section of berkeleydp.com)
- Send the New Matter Report Form and accompanying documents to bdpclaims@berkeleydp.com

About Berkley Design Professional

Berkley Design Professional (Berkley DP) specializes in professional liability insurance products and services for design professionals. Berkley DP was founded by a team of insurance professionals with a passion for the design profession and deep roots in A&E underwriting, risk management and claims management.

About W. R. Berkley Corporation

Berkley Design Professional is a division of Berkley Alliance Managers which is a member company of W. R. Berkley Corporation, an insurance holding company that is among the largest commercial lines writers in the United States and operates worldwide in two segments of the property casualty insurance business: Insurance and Reinsurance and whose insurance company subsidiaries are rated A+ (Superior) by A.M. Best Company. wrberkeley.com

Disclaimer: Products and services are provided by one or more of insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued.



Reporting Tip

Reporting your circumstance or claim by email is the quickest way to report. A dedicated email reporting box – bdpclaims@berkeleydp.com – is set up to provide an instantaneous acknowledgment of your report, giving you the peace of mind that it has been received by our claims department.



Contact Information

Laila Santana

Executive Vice President & Chief Claims Officer
CA Independent Adjuster License #2M27624
5404 Alton Parkway, Suite A-762
Irvine, CA 92604
Office: 949.387.2919
Email: lsantana@berkleyalliance.com

Anthony Andersen

Senior Vice President & Claims Manager
CA Independent Adjuster License #2M01311
P.O. Box 13
Central Valley, NY 10917
Office: 212.822.3328
Email: aandersen@berkleyalliance.com

Berkley Design Professional

The Mews Building | Dolores Street 1 NE of 5th
Carmel By-the-Sea, CA 93921
855.534.7285 | berkeleydp.com