



# AUTOMOTIVE

CARGO TRANSIT CLAIMS

W K Webster provides a seamless transit claims management solution for automotive manufacturers and their insurers.

# W K WEBSTER TRANSIT CLAIMS TPA SERVICES



## FULL-SERVICE TRANSIT CLAIMS TPA

WKW is involved in several global auto industry accounts. Providing best in class claims service for losses suffered during land transit, sea/ocean voyages, storage/distribution centers, and throughout dealer networks.

### CORE SERVICES

#### INTERNATIONAL TRANSIT

## OCEAN/SEA

Renowned experts in the management of General Average, Salvage and other maritime incidents involving Pure Car & Truck Carriers (PCTC), Ferries and RoRo vessels. WKW has been engaged in many headline cases, such as the "Golden Ray" and "Diamond Highway" in 2019, and the "Grande California" and "Fremantle Highway" in 2023.

#### STORAGE & DISTRIBUTION

## LAND

Handling and processing of loss in transit claims discovered throughout the automotive storage and distribution networks, including FPR and PDI sites. Claims arising from incidents related to auto movements by road or train, plus port handling, and CAT incidents.

#### DOMESTIC NETWORK

## DEALER

Management of dealer network claims providing a customer focused solution for final mile losses and utilizing Insurtech solutions to ensure swift settlement and prompt recovery from liable parties.



GLOBAL

— 24/7 >>

**AUTOMOTIVE  
TRANSIT CLAIMS**



# YOUR GLOBAL PARTNER

Automotive Claims – Worldwide Solution

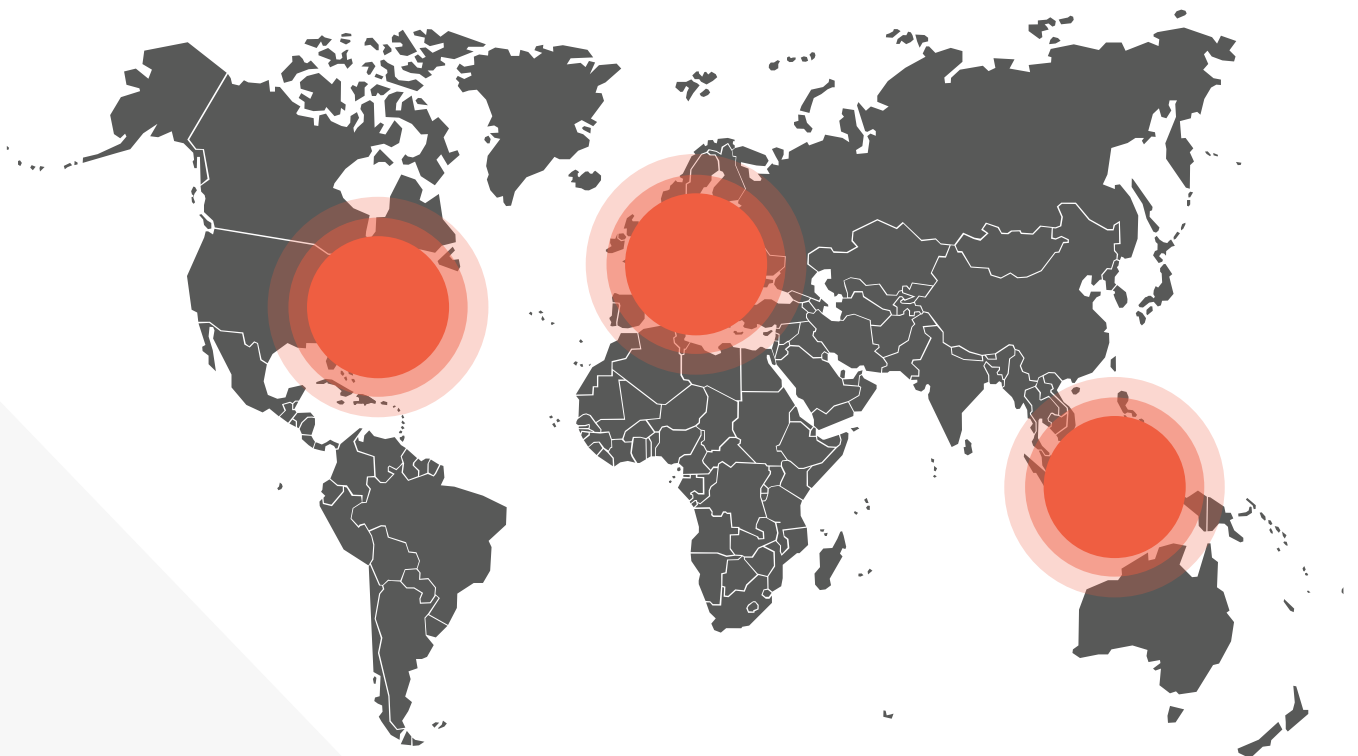
## MEETING SUPPLY CHAIN NEEDS

The automotive industry enjoys a global customer base with associated supply chain needs. WKW offers our clients the ability to service such supply chain challenges with a truly global TPA service for the management of automotive transit losses.

AMERICAS

EUROPE

ASIA PAC





# GLOBAL SURVEY NETWORK



## ALL MAJOR PORTS & CITIES

WKW maintains one of the world's largest independent network of transit claim survey agents.

**SAME DAY "BOOTS ON THE GROUND" ATTENDANCE THROUGHOUT  
YOUR AUTOMOTIVE SUPPLY CHAIN**

# CASE STUDY: GOLDEN RAY



**\$10.5m** ▲

WKW succeeded in recovering over USD10.5 million from the vessel owner and its insurers. In some cases, this included litigating claims in Kuwait to avoid the otherwise mandatory application of Korean and US law which would have capped recoveries at only USD500 per vehicle.



4,100 VEHICLES



\$142 MILLION



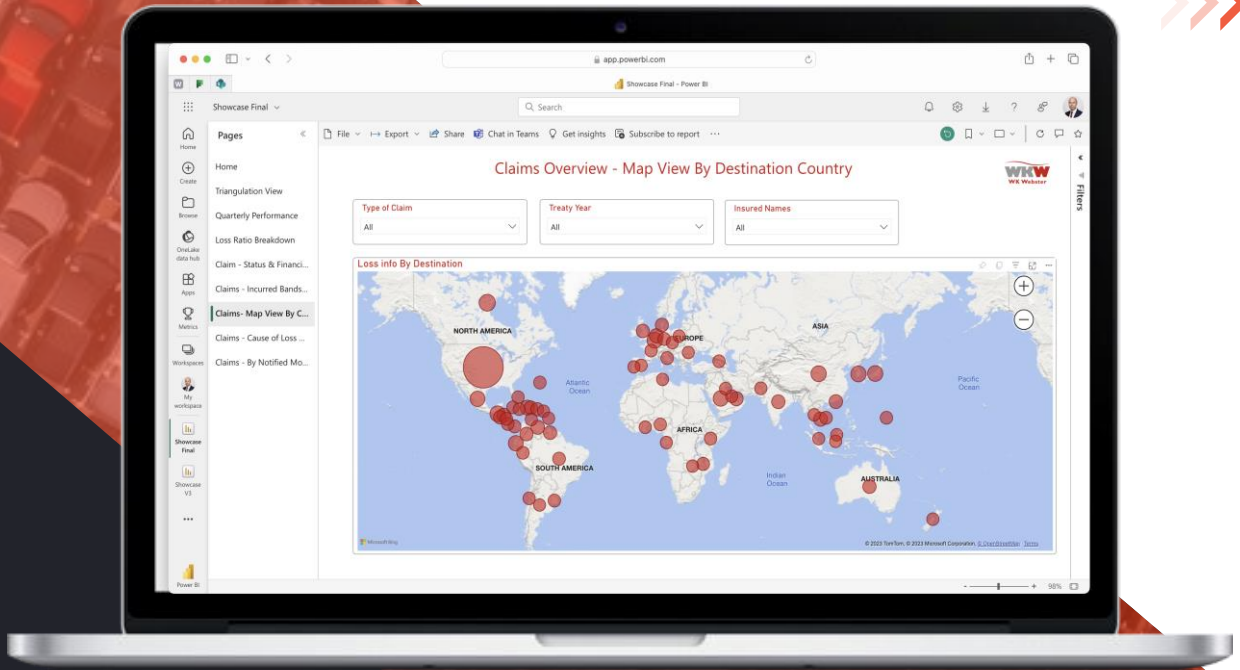
SEPTEMBER 2019



USA > MIDDLE EAST

The “Golden Ray” capsized shortly after leaving the port of Brunswick, USA, in September 2019 bound for Middle Eastern ports. The vessel was carrying 4,100 vehicles which were all declared a total loss. WKW represented a number of cargo insurers representing almost 75% of the vehicles on board. Investigations concluded that the cause of the casualty was incorrect ballast water calculations. The vessel was therefore unseaworthy and WKW succeeded in recovering over USD10.5 million from the vessel owner and its insurers..

# ClaimsConsole®



## CLOUD BASED CLAIMS MANAGEMENT

Next generation cloud-based claims management system with fully customized online tools to help our clients manage both insured and self-insured (SIR) transit claims.

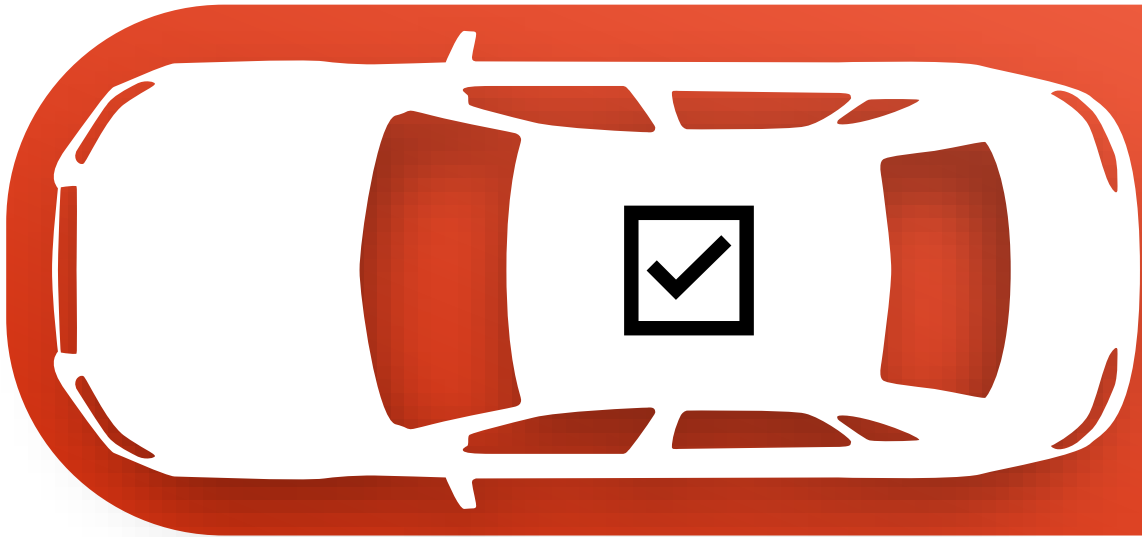
ClaimsConsole® delivers MI data that is connected, customized and secure.

- ✓ Secure – ISO27001
- ✓ API Ready
- ✓ Realtime DA
- ✓ Insurtec



# WHY W K WEBSTER?

and what makes us your ideal trusted TPA...



WE ARE AUTOMOTIVE EXPERTS

## VOLUME

Handling 60,000 marine & transit claims per annum for insurers and corporate clients.

## BANDWIDTH

260 colleagues across the world providing a specialist adjusting service for marine & transit.

## GLOBAL

Offices in London, New York & Singapore handling claims regionally throughout the world.

## SYSTEMS

ClaimsConsole® cloud based insurtech solution providing seamless management of claims and data.

## EXPERTS

The only true marine & transit claims specialist offering a global solution. Established in 1861.

## SECURE

ISO27001 secure with ISAE3402 standards. We take data security seriously to ensure our clients have the trust they need.



# W K WEBSTER CONTACT DETAILS



## STAY IN TOUCH

Please contact us at any time to find out more information or to arrange a demonstration of our ClaimsConsole® platform.

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