

Debt recovery helpline.

The service

Sometimes customers fail to pay on time, or at all. Mindful of the adverse effect this has on business, our technology and communications policyholders have access to specialist solicitors DWF who provide a free debt recovery helpline service. Policyholders can contact the helpline to obtain specialist legal guidance and support on debt recovery issues such as:

- The merits of your claim to pursue the debt
- The potential for a counterclaim to be brought if the recovery action is pursued and the implications that this could have for your business
- Pre-action correspondence sent to the debtor on your behalf to seek to recover the debt
- Issuing proceedings on your behalf to recover the debt
- The merits of any defence received to your claim and the litigation process if the debt is disputed
- Where necessary, advice on options to enforce any judgment obtained

There is no charge for accessing the debt recovery service, although policyholders will be required to pay any court fees (e.g. for issuing a claim) or other disbursements (e.g. barrister's fees) incurred in pursuing the debt. Policyholders will be informed in advance of any additional costs that are required.

About DWF

The debt recovery helpline is provided on our behalf by specialist solicitors, DWF.

DWF is a commercial claims organisation working with insurers to manage their claims across the UK and globally.

For more information, go to <https://www.dwf.law/>.

How to access

Telephone: 0333 010 3898
(available Monday - Friday, 9.00am - 5.30pm)

Email: Markel.DebtRecovery@dwf.law

The helpline is available exclusively to Markel technology and communications policyholders. Callers will be required to provide the policyholder name and certificate number for verification purposes.

If the claim has merit, a solicitor from DWF will handle your claim and be on hand to provide legal guidance at every step of the way on your prospects of successfully recovering the debt.

Terms of use

Any information provided to the helpline and details of the guidance given may be provided to Markel.

The helpline is not an insurance claims service and does not replace policyholder obligations to notify Markel under the policy of insurance.

Claims or circumstances that could give rise to a claim cannot be notified via the helpline, instead policyholders should contact by email: claimsuk@markel.com