

Best Claims Management



"This recognition is a true reflection of what our Claims team stands for - Being present for our clients when it matters most, and going beyond the policy wording to deliver real outcomes. Our independence gives us the freedom to advocate fiercely for our clients, and this award celebrates the relentless commitment, technical excellence, and client-first mindset our team brings to every single claim."



Jaideep (Jay) Sharma, CEO, Lockton India

Lockton India is named Outstanding Claims Management at the InsuranceAsia News Country Awards for Excellence 2026, recognising the team's unwavering commitment to client advocacy, technical depth, and delivering real outcomes when clients need it most.

As an independent insurance broker, Lockton India believes claims are where the true value of insurance is proven. The team goes beyond processing paperwork — acting as a genuine advocate for clients throughout the claims lifecycle, from first notification of loss to final settlement.

This client-first philosophy is critical in a market as dynamic and complex as India's. Lockton India's claims specialists combine deep technical expertise with an intimate understanding of the local regulatory and insurer landscape, while drawing on Lockton's global network of 150+ offices to bring international best practices to every case.

The team's approach is built on proactive engagement - anticipating issues before they escalate, maintaining transparent communication with clients, and negotiating firmly with insurers to secure fair, timely outcomes. This has helped clients minimise operational and financial disruption during some of their most challenging moments, reinforcing trust that extends well beyond the placement of a policy.

Lockton India has also continued to strengthen its claims capability as a strategic differentiator, ensuring clients have a dedicated partner who understands both the technical nuances of their coverage and the practical realities of their business.

Ultimately, this recognition reflects the people driving it. Lockton India's Claims Management team combines relentless commitment with specialist expertise and a deep sense of ownership over every client outcome.