

Vela Insurance Services LLC

Website Copy Excerpts

[Home Page]

Guide your clients to sound solutions for complicated risks

Vela Insurance Services provides the protection your clients need. Latin for “sails of a ship,” *Vela* is a constellation in the southern hemisphere. True to our name, we guide you – like a bright star in the night sky – through unique perils as you steer your clients to the safe port.

Unparalleled Expertise

When the risks require niche products, Vela has the answer. With our unparalleled industry expertise and flexible approach to underwriting, we can create solutions to even the most difficult opportunities.

Financial Security

Our parent company, W.R. Berkley Corporation, is a Fortune 500 company listed on the New York Stock Exchange (WRB) and a leader in commercial lines property and casualty insurance. Our issuing carrier, Berkley affiliate Gemini Insurance Company, has earned A+ (Superior) by A.M. Best Company and A+ (Strong) by Standard & Poor’s.

Commitment to Service

We deliver stellar service with prompt responses, efficient systems and intelligent solutions. Furthermore, because we handle your client’s claims personally, instead of outsourcing, you know your clients will receive the same quality of service from start to finish.

Contact your [underwriting team](#) today to learn more about the unique [coverages](#) we offer.

New to Vela? Call **1-877-VELAINS** or email brokerinfo@velains.com to find out how we can help you!

[About Vela]

Vela steers you to safety

Our Name

Latin for “sails of a ship,” *Vela* is a constellation in the southern hemisphere that was originally part of a larger constellation, the ship *Argo Navis*. We take heart in this name, as we steer you and your clients through complex risks to safety.

Mission Statement

Vela Insurance Services LLC provides the highest quality insurance products, services, and security to our brokers while striving for the best possible returns for W.R. Berkley Corporation.

Value Statement

We take pride in our responsive service, our underwriting and claims handling expertise, and our sound solutions for complicated risks.

Overview

Vela began operating in 1996 as an underwriting manager, writing excess and surplus lines casualty business with a primary focus on contractor and product liability coverages. We continue to write a variety of classes nationwide, exclusively through our network of appointed excess and surplus lines brokers. We are recognized as a solid and reputable name in the property casualty business.

Vela is a wholly-owned subsidiary of Signet Star Holdings Inc. and a member of W.R. Berkley Corporation, a leading commercial lines property and casualty insurance provider. Our issuing carrier is W.R. Berkley affiliate Gemini Insurance Company, rated A+ (Superior) by A.M. Best Company and A+ (Strong) by Standard & Poor’s.

W.R. Berkley Corporation

Founded in 1967, W.R. Berkley is a Fortune 500 company and is listed on the New York Stock Exchange (WRB). The company one of the nation’s premier commercial lines property casualty insurance providers.

Each of the operating units in the Berkley group participates in a niche market requiring specialized knowledge unique to any given territory or product. The company’s competitive advantage lies in its long-term strategy of decentralized operations, allowing each unit to proactively identify and respond to changing market conditions and local customer needs. This decentralized structure provides financial accountability, incentives to local management teams, and enables the company to attract and retain the highest caliber professionals.

W.R. Berkley has the expertise and resources to utilize its strengths in the present environment, and the flexibility to anticipate, innovate and respond to whatever opportunities and challenges the future may hold.

Please contact your underwriting team for answers to any questions you may have about Vela!

[Claims]

We help our customers at the moments that matter most...and usually those moments involve claims.

Vela never outsources your client's claims. It's too important that your client is treated right, so we handle claims in-house. Our Gemini Claims Management™ division is responsive, helpful, and knowledgeable...meaning fewer problems for you, better results for your client.

- **Our claims professionals' experience benefits our policyholders daily.** Our team has worked in claims on average for 20 years, and many of our staff have earned top-level credentials: AICs, CPCUs, SCLAs, and JDs. See for yourself; we've posted a full listing of our [claims staff](#) online. With this much experience, we can handle your most complex and difficult claims to a successful resolution.
- **Our claims handling practices make it easy to do business with us.** You can report a claim by phone, internet, fax or email. Within 24 hours of receipt of your client's claim, we'll contact you and assign you an adjuster and a claim number. You'll get a written acknowledgement of the claim, and we'll begin an immediate investigation to determine liability and coverage. As your claim progresses, you may contact us for a status on your claim. All adjusters will have real-time access to your files, thanks to our paperless technology. Our system also allows you to obtain loss runs with ease.
- **Your client gets the best possible defense.** Our preferred panel law firms are located throughout the United States. These attorneys have some of the highest academic and professional qualifications around. They are highly specialized in insurance defense matters and all aspects of litigation.
- **Our cost-containment programs contribute to your bottom line:**
 - **Litigation Management:** We bring the best law firms together with our claims professionals to create more efficient ways to manage litigation.
 - **Legal Expense Review/Audit:** We review all legal bills to determine whether the time billed is necessary, reasonable, and adheres to our Litigation Guidelines
 - **Recovery Services:** Our in-house staff pursues ALL opportunities for recovery. They provide a maximum return while still maintaining a high level of professionalism.
 - **Expense Management of Vendors:** We choose vendors that have long-term relationships with our company and recognize the importance of the bottom line.

We've posted our claims forms to the left for your convenience. Questions? Call **1-866-915-7478** for help.

[Resources]

Keep useful information at your fingertips.

We hope these links help make your life a little easier. Are there any links we should add to this listing? Contact your [underwriting team](#) and let us know!

Listing of resource links...

Questions? Contact your [underwriting team](#) for the answers!

[News]

Stay in touch with the latest industry news.

Each month, our short, informative newsletter tells you what you need to know about the latest industry developments and company news. We've archived past issues here for your convenience.

Do you have suggestions for future newsletter topics? Be sure to let your [underwriting team](#) know!

Listing of newsletter archives

Questions? Contact your [underwriting team](#) for the answers!

[Contact Us]

Your underwriting team at Vela is working for you.

With Vela, you always know who to turn to for help. Below is a listing of our underwriting teams.

If you are new to Vela, please call **1-877-VELAINS** or email BrokerInfo@velains.com to find out how we can help you!

Listing of underwriting teams...