

Best's Insurance Professional Resources

Your Online Portal for Claims Industry Information



AUTOPROTECT HELLAS LTD

NGN group

Best's Recommended Insurance
Adjusters



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Established: 2008

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Services

- Claims Auditing
- Construction
- General Liability
- Heavy Equipment
- Investigations
- Litigation Management
- Motorcycles
- Professional Liability
- Third Party Administration
- 24-Hour Call-In Center
- Accident Claim Examinations
- Accident Investigation
- Adjusting
- Analysis
- Auditing of Auto, Property, Heavy Truck, and Subrogation Losses
- Automobile Crashes/Collisions
- Automobile Fire Investigations
- Automotive Engineering
- Automotive Technology
- Back Office Sales Support
- Bicycles
- Claim and Case Management
- Client Education
- Commercial and Personal Lines Property and Casualty Insurance
- Compliance/Permitting Strategies
- Compliance/Quality Assurance
- Crash Investigation
- Expert Witness
- Fire Investigation
- Industrial
- Insurance
- Insurance Administration
- Insurance Claims Audits
- Insurance Claims Support
- Insurance Fraud Investigations
- Insurance Litigation Support
- Insurance Premium Collections
- Insurance Recovery
- Litigation Consulting
- Managing General Underwriting
- Mechanical Engineering
- On and Offsite Audit Solutions
- Personal Insurance
- Personal Property
- Property and Casualty Third Party Administration
- Property Claims
- Property Claims Administration
- Property Damage Investigations
- Realtime Reporting
- Regulatory Compliance
- Reserve Establishment and Oversight/Action Planning
- Risk Transfer & Claims Inspections
- Solar Energy Expert
- Statistical Analysis
- Subrogation Recovery

- Consulting Services
- Due Diligence
- Economic and Statistical Analysis
- Engineering
- Subrogation/Excess Reporting & Recoveries
- Traffic Accident Investigations

About Us

NGN AutoProtect Hellas (NGN) provides insurance products, scheme administration services and dealer warranties to insurance carriers, vehicle manufacturers, distributors and retailers of all types and sizes throughout Greece, UK, EU, EEA, Turkey and China.

NGN is authorised and regulated by the Hellenic Private Insurance Supervisory Committee (Bank of Greece) in respect of insurance mediation activities. It is passported under FOS to Bulgaria, Romania, Italy, Ireland, Belgium, The Netherlands, Germany and Norway while it has branches and subsidiaries in Turkey, Cyprus and the UK. Moreover, it holds strategic cooperations with leading providers of specialist insurance and administration solutions in China, India and Middle East. The vision and strategy of NGN is based on its robust infrastructure thus creating a profitable strategy of growth and development. NGN is certified on ISO 9001/14001 and 27001 standards and DPA compliant.

Since 2008, leading Insurers and distributors have awarded NGN a variety of business, and over 1,500 independent vehicle retailers and Insurance Intermediaries have elected to carry products from our broad, flexible and innovative range. Today, we offer our partners and their customers special products created by a brand they trust. Only after in-depth consultation do we create customized business development programs designed to help our partners market the products they select. From sales training to smooth integration and effective implementation with full compliance, we assist at every stage.

To enhance customer satisfaction and retention, ongoing support is delivered by a seamless integrated blockchained/cloud-based system. We have made a substantial investment in this responsive technology and we continue developing modules to fit our partners' needs.

Underwriting is our great strength too. "A" rated insurers trust NGN to act swiftly and surely on their behalf, securing accurate, competitive and sustainable premiums. Claims are managed quickly and professionally. Customer services, founded on Treating Customers Fairly principles, provide a positive customer experience reflecting well on our business partners.

NGN offers an unrivalled and ever developing range of services including; Motor TPL, Warranties, GAP/RTI/VRI and SMART, as well as a wide range of specialty imaginative vehicle protection products. We are also engaging in the management and structure of Affinity, Loyalty and Bank Assurance products and Cyber Security & Insurance products which are sold by our clients/partners on a scheme basis. We offer turnkey solutions to our customers/partners starting from simple Claims Administration to full blown MGA structuring and operation including Systems, Compliance Reporting and Tax/Fiscal and Legal Representation.

Created with a clear eye on the spirit and letter of today's ever-changing compliance standards, NGN's portfolio and customer support have been designed with integrity to the forefront.

Firm Highlights

Becoming a member of the CCN (Claims Corporation Network) - 2021

Awards

- Prestige Award for Insurance Innovation 2020-2021
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Software Platforms & Technology Used

- Microsoft ExtSoft II
 - Microsoft ExtClaims
 - DAT
 - ERE
 - RAL System Analytics
 - Qlikview
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Personnel Information

- Nikitas E. Koutsourais, Operations and Underwriting Director

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