

Best's Third Party Administrators

## NGN Autoprotect Hellas Ltd.

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Established: 2008

### About Us

NGN AutoProtect Hellas (APHellas) provides insurance products, scheme administration services and dealer warranties to insurance carriers and vehicle manufacturers, distributors and retailers of all types and sizes throughout Greece, South East Europe and Turkey.

NGN AutoProtect Hellas Ltd is licensed in the Hellenic Republic as an Insurance Broker and is authorised and regulated by the Hellenic Private Insurance Supervisory Committee (Bank of Greece) in respect of insurance mediation activities. Moreover, it is a strategic cooperation with AutoProtect (MBI) UK Limited, one of the world's leading providers of specialist insurance and administration solutions. The cooperation and strategy between APUK and NGN APHellas has been based on a robust infrastructure thus creating a profitable strategy of growth and development.

Since 2008, leading Insurers and distributors have awarded NGN AutoProtect Hellas a variety of business, and over 1.500 independent vehicle retailers and Insurance Intermediaries have elected to carry products from our broad, flexible 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 web-based system. We have made a substantial investment in this responsive technology and we continue developing.

Underwriting is our great strength too. A rated insurers trust NGN AutoProtect Hellas 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 AutoProtect Hellas offers an unrivalled and developing range of services including; Motor TPL, warranties, GAP/RTI and SMART, as well as a range of imaginative vehicle protection products. We are also engaging in the management and structure of Affinity, Loyalty and Bank Assurance products which are sold by our clients/partners on a scheme basis. We offer turn key 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 AutoProtect Hellas's portfolio and customer support have been designed with integrity to the forefront. Treating Customers Fairly is an opportunity and we can help partners of all sizes to realise it.

### Services

- 24-Hour Call-In Center
- Accident Claim Examinations
- Claim and Case Management
- Expert Witness
- General Liability
- Insurance Claims Audits
- Insurance Claims Support

### Loss Control & Safety Management

- Compliance/Quality Assurance

- Insurance Litigation Support
  - Insurance Premium Collections
  - Investigations
  - Professional Liability
  - Property and Casualty Third Party Administration
  - Regulatory Compliance
  - Subrogation Recovery
  - Third Party Administration
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- Accident Investigation
  - Adjusting
  - Analysis
  - Auditing of Auto, Property, Heavy Truck, and Subrogation Losses
  - Automobile Crashes/Collisions
  - Automobile Fire Investigations
  - Automotive
  - Automotive Engineering
  - Automotive Technology
  - Back Office Sales Support
  - Bicycles
  - Claims Audits
  - Commercial and Personal Lines Property and Casualty Insurance
  - Compliance/Permitting Strategies
  - Construction
  - Consulting Services
  - Crash Investigation
  - Database Services
  - Due Diligence
  - Economic and Statistical Analysis
  - Engineering
  - Fire
  - Fire Investigation
  - Heavy Equipment
  - Industrial
  - Insurance Administration
  - Insurance Fraud Investigations
  - Insurance Recovery
  - IT Consulting
  - Litigation Consulting
  - Managing General Underwriting
  - Mechanical Engineering
  - Motorcycles
  - On and Offsite Audit Solutions
  - Personal Insurance
  - Personal Property
  - Property Claims Administration
  - Property Damage Investigations
  - Realtime Reporting
  - Reporting
  - Risk Transfer & Claims Inspections
  - Solar Energy Expert
  - Statistical Analysis
  - Traffic Accident Investigations

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## Personnel Information

*Firm Member*  
Nikitas E. Koutsourais

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