

**Date:** [Date]

**To:**

[Policyholder Name]

[Address Line 1]

[Address Line 2]

**Subject: Notification of Claim Investigation - Policy Number: [Policy Number]**

Dear [Name of Contact],

We acknowledge receipt of your notice regarding a potential professional indemnity claim or circumstance involving [Name of Claimant].

This letter is to formally advise you that we have initiated an investigation into this matter. The purpose of this investigation is to determine the facts of the incident and to assess the extent of coverage under your Professional Indemnity Insurance policy.

To assist us with our review, please provide the following information and documentation within [Number] business days:

- Copies of all written contracts or engagement letters related to the services provided to the claimant.
- All relevant correspondence, including emails and meeting minutes.
- A detailed chronological timeline of events leading to the allegation.
- Any formal legal documents or letters of demand received.

Please be reminded of your obligation to cooperate with the investigation and to refrain from admitting liability or settling the claim without our prior written consent.

Our investigation is conducted under a full reservation of rights. This means that our current actions do not constitute an admission of liability or a waiver of any terms, conditions, or exclusions contained within your policy.

We will keep you updated as our investigation progresses. Should you have any questions, please contact [Claims Handler Name] at [Phone Number] or [Email Address].

Yours sincerely,

[Your Name/Company Name]

[Title]

[Claims Department]