A leading Property and Casualty Claims adjusters company

Client Profile:

➔ The client provides adjuster services for large insurance firms by inspecting / assessing property damage claims in all US states.

➔ Insured parties {customers} make claim requests on a web application which are assigned by a central team to approved surveyors geographically.

➔ They offer nationwide coverage, prompt and courteous service, combined with quick turnaround times and the newest technology.

Campaign Objective:

* To provide dedicated staff to support the back office system (CRM) with reliability.
* Staff should be accurate in feeding information into web application and assign most relevant surveyor to each case for inspection.
* They should assess the claim request against original policy and send chart to the remote surveyor in time

Product- *The Company provides assistance in the following areas*

* Property and Casualty Adjusting
* Catastrophe Claims Adjusting
* Heavy Equipment Adjusting
* Mediation Assistance

Project scale-: The project started off with 1 part time staffer provided by GAIA and has been scaled up to 3 full time staffers, who handle all of their back office operations now.

Challenges-

- Variable procedures followed for each insurance firm

- Messy situation during volume spikes-as often as there is a storm/ natural calamity

- Continuous coordination with client required as some of the relevant information for the claim could be missing or had to be clarified upon

Outcome-

- It became easier for the staffers to follow different guidelines through a process manual, for different kind of insurance firm. Also, the accuracy was strengthened further

- We created backup /cross trained staff for easy scalability during volume spikes, which could easily take care of any claim volume coming in.

- The SLA for verifying the claim information and entering it into the system was drastically cut down from initial 15 mins to 9 mins.

- We suggested a common chat system to the client where the queries could be clarified within seconds and the required timelines could be met.