

CLAIM METRICS

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WHAT WE DO

When it comes to getting claims paid, the most important factors are how much and how fast. Willis reports more than 20,000 claims annually to carriers on behalf of our clients. In addition to our claim advocacy and dispute resolution work, we believe timeliness and speed of action are just as critical. Our clients need to know how effectively their claims are being handled and how responsive their carrier is at every step of the process.

Our Strategic Outcomes Practice has a dedicated centralized team that focuses on getting the best results. We measure the timeliness of carrier response to our clients' claims at several critical points in the process, such as:

- Time it takes us to report claims to the carrier
- Time it takes to assign an adjuster to the claim
- Time it takes to obtain partial payment
- Time from reporting to the carrier to final payment
- Carrier's compliance with policy terms
- Time it takes the carrier to respond upon initial report of loss

HOW WE DO IT

The Willis Claim Advocacy Group (CAG), centralized in Nashville and Phoenix, comprises experienced claim professionals whose role is to report, monitor and expedite property, specialty and litigated claims and provide efficient advocacy for our clients. For those lines of business where claim process and speed of execution are minimum expectations, we establish targets for each and measure against actual performance.

We maintain aggressive standards for our team, from reporting through closure, including frequent diary follow ups with carriers to ensure they are focused on getting the claim paid with the maximum value, as quickly possible and with the least amount of disruption to our clients. We began this process in 2009 and continue to see tremendous results. Our aggressive monitoring of these claims is showing positive carrier response. For example, our metrics tell us carriers are assigning an adjuster within eight hours of the claim being reported. In addition, we are seeing a 20% improvement in the time elapsed between a claim report date and claim payment – a strong result by any standard.

CONTACT

For additional information on this or other Strategic Outcomes Practice products or services, please contact your local representative or:

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