

Third Party Administration

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Personal service, professional results

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Vericclaim provides property and liability claims handling services for insurers, MGA's and corporate clients. We offer a fully integrated desktop and adjusting service based on technical expertise and commercial experience.

Since 2001 our approach has been to focus on attracting and retaining experienced claims handlers, who understand customers and can provide a personalised service. We empower our people to manage claims to deliver the best overall outcome for our clients.

Results

LOWER COST OF CLAIM: £6,000 per claim lower average total cost than previous TPA on the same book of business

SERVICE EXCELLENCE: We have never lost a client due to service issues and receive glowing testimonials

SECURITY AND COMPLIANCE: Average client audit scores >95%

Experience and knowledge control claims costs

- We understand a claim quickly and get to grips with it.
- External investigation costs are minimised as an experienced handler can achieve much from the desk.
- Evidence is evaluated from the outset, thus avoiding later, costly capitulation.
- We know when to settle to achieve the best overall result for our clients.
- Settlements and costs are accurately quantified and actively negotiated

Personalised service and easy to do business with

- An allocated handler deals with each claim from start to finish and you will always be able to speak directly with them.
- Our programmes are tailored to each client - we get to know you and your needs, and build long term relationships.

- We don't "hand off" case management to adjusters or lawyers. We manage the cases throughout, ensuring continuity of knowledge and controlling costs.
- We spot trends and patterns in claims and provide risk management feedback to clients, helping them to prevent or mitigate future losses
- We are transparent and straightforward in our dealings with all. Our fees reflect the work we do and there are no hidden extra costs.
- Our approach to business is personable and rooted in common sense.

Accurate and accessible Management Information

We operate our own web-based claims system, which is highly configurable to our clients' needs, particularly around information gathering, and provides on-line 24/7 access to claims data.

We invest time in ensuring data quality in both the accuracy of the information and in keeping it up to date.

Integrated loss adjusting

Our integrated claims service utilizes our highly regarded teams of property and liability adjusters in the UK and globally throughout the network.

We run a tight ship

Our clients must have complete confidence in the service we provide, both in the quality of the work and the security of their information and funds. Our procedures enable us to provide assurance on both fronts. Our files are accessible to our clients 24/7 and we welcome client audit teams whenever they wish to visit. We typically average audit scores in excess of 95%.

We deliver results

- £6,000 per claim lower cost of claim for same book of business
- 33% reduction in average settlement costs
- Halving of litigation rate
- Average sustained denial of 53% for large corporate account
- 30% reduction of external visits / investigation



Contact us

To learn more about our services, please contact:

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