



INTERNATIONAL LOSS ADJUSTERS



Comprehensive services for high-loss ratio accounts (TPA)

Years of experience:

- 20 years in tollroads
- 10 years in railroads
- 10 years in professional services
- 7 years in public services
- 3 years in supermarkets / shopping malls

Our experience

Type of account	Incidents processed per year	Cases investigated / adjusted	Size of the cases
Tollroads	More than 15,000	More than 6,000	Balanced distribution: Mid-sized to Large
Railways	1,000	220	
Professional services	500	50	
Public services	800	70	
Supermarkets/ shopping malls	2,500	100	



Characteristics of this type of accounts

- High frequency of incidents / losses
- Great variation of incident types (different causes, consequences, coverage under the policy, and exposure), but initial information from Insured is limited and incomplete (risk of IBNER)
- High administrative workload on Brokers/ Insurers/Reinsurers
- Some accounts have a large geographic extension



Objectives of our services

1. Manage the incident notifications and the account comprehensively, reducing the administrative workload on all parties of the account.
2. Register and notify all incidents/losses (via bordereaux).
3. Identify potentially serious losses → Investigate and report individually, following the client's instructions. Depending on the outcome of the investigation, recommend reserve and case-handling strategy.
4. Tackle potentially serious cases in advance to avoid third party claims being filed.
5. Report in an efficient manner, according to the complexity of each case.
6. Prioritize cost-efficiency in the entire process.
7. Provide comprehensive incident/loss statistics for underwriters.



Stages of our services

1. Initial processing of incidents and triaging to identify potentially serious losses.
2. Investigation of potentially serious losses, recommendation of reserves, out-of-court claim handling, adjusting and reporting.
3. Handling/monitoring of mediations and trials, adjustment and reporting.



1. Initial processing of incidents and triaging potentially serious losses

- ❑ Receive & process incidents, record in bordereau, classify (period, seriousness, nature, etc.) and analyse losses.
- ❑ Request additional information/documents, where necessary.
- ❑ Identify and apply coverage exclusions (incl. recommending coverage letters to Cedant, etc).
- ❑ Identify potentially serious losses.
- ❑ Issue monthly updated bordereaux.



Key features of our bordereaux

- ☐ Updated monthly (or in period to be agreed)
- ☐ Main details of each incident (date, location, circumstances, injured/deceased, name of third parties, etc.)
- ☐ Sorting by policy period, seriousness, nature, etc.
- ☐ Separate detail of incidents under investigation, indicating progress and status of the investigation
- ☐ Record Third Party claims
- ☐ Record reserves and paid amounts



2. Investigation and handling of potentially serious losses

- ✓ Obtain relevant documents.
- ✓ Investigate (survey & expert assessments, access police investigations, etc.)
- ✓ Analyse Insured's liability.
- ✓ Analyse quantum and Insured's potential exposure based on information available (injuries, damage, third party's background, venue, etc.) and compare the exposure with the deductible.
- ✓ Recommend reserve and case-handling strategy.
- ✓ Depending on recommended case-handling strategy, contact third parties and obtain information/documents.
- ✓ Coordinate/conduct medical examinations and other assessments.
- ✓ Out-of-Court negotiations.
- ✓ Draft and execute settlement agreements.
- ✓ Adjust losses and issue reports.



3. Handle/monitor mediations and trials

- Handle/monitor mediations and trials.
- Adjust losses.
- Issue periodic reports.



Fee scheme

Most common scheme:

- Annual flat fee per account/policy period (Service module No. 1 – initial processing & bordereaux).
- Specific fees (on different basis and billing frequency) per case investigated/handled, in accordance with market values (Service modules Nos. 2 and 3 – investigation & case-handling).

Note: also open to discuss different schemes, according to client needs.



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