

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







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	







- 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





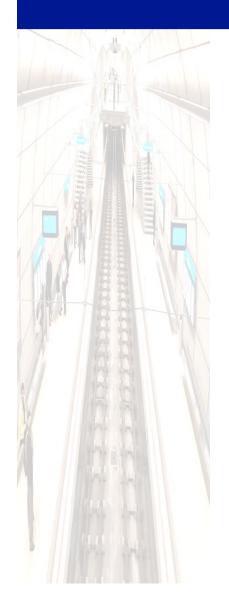
Objectives of our services



- 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).
- 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.
- Provide comprehensive incident/loss statistics for underwriters.







- 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.







- □ 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 borderaux.







- 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



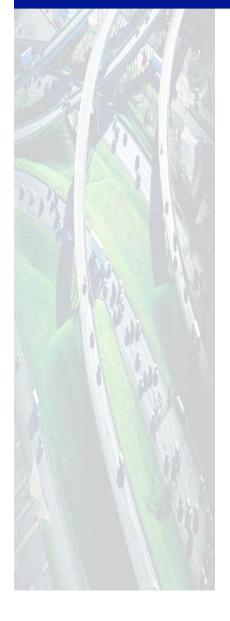
Handle/monitor mediations and trials.

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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