

## Vale consulting services

*The rise in average indemnity has driven the need for enhanced claims quality. Where does an organization focus its efforts to improve claims documentation? Vale consulting services, a division of Vale Training, has applied extensive technical knowledge and experience to identify 25 best practices for comprehensive claims assessments.*

This division was established to provide clients with a way to accurately audit claims. Utilizing our best practices, trained reviewers assess all claim elements, including fraud identification, repair vs. replace and potential subrogation. This assessment yields a detailed depiction of claims leakage with root cause analysis. Utilizing visual data and recommendations, the final report identifies and addresses these challenges and improves customer satisfaction. Historically, these audits have exposed an average of 17% leakage across multiple client programs.

### Key benefits

Our services are available for any size carrier or adjusting firm:

- Reduced leakage: 25-point review methodology to validate the adjusting process
- Process improvement recommendations to help provide an ongoing positive impact on the organization
- Pre/post settlement file reviews with expert perspective, industry benchmarking and commentary to establish accurate estimating and appropriate claim handling
- Consultancy based on the results of the audit
  - Custom designed training to improve adjuster skills in applying coverages, conducting investigations and overall loss adjusting
  - Access to related claim experts based on claim type
- Vale Training programs typically improve knowledge and confidence in applying adjusting skills by 50%

### Solutions to meet your needs

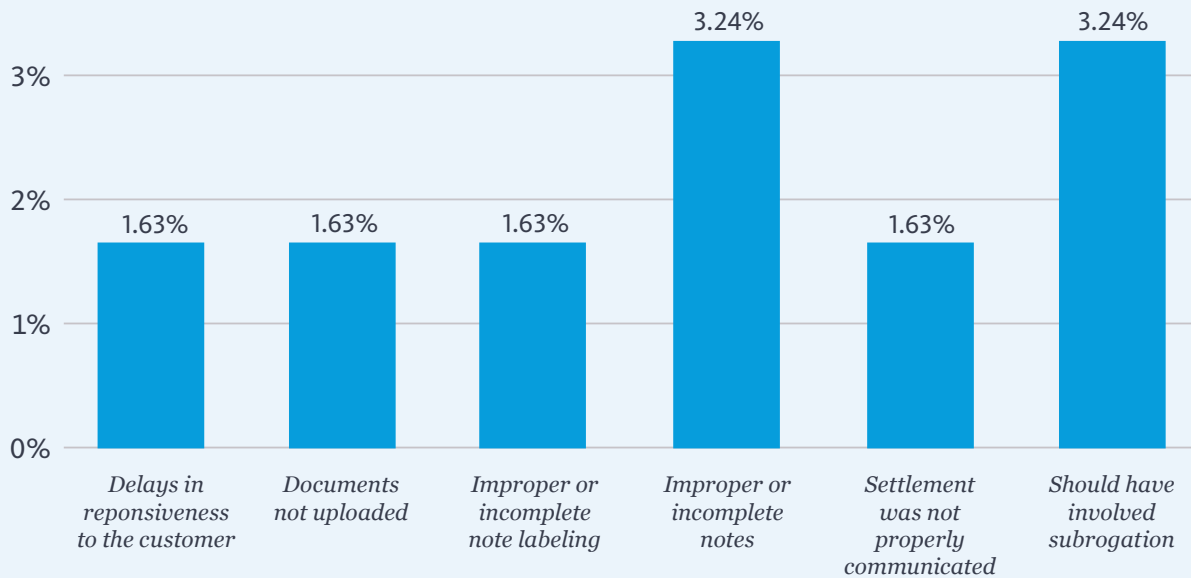
Vale consulting services allows clients to expand their quality efforts, while improving claims accuracy and controlling costs. Our expert auditing services can reduce or eliminate the overhead and recruiting expense associated with an in-house auditing staff.

Operational excellence can be achieved by applying our audit analysis and key insights to your operations. Our experienced auditors interview managers and review current claim handling guidelines, claim metrics and key performance indicators. The resulting recommendations are based on a root cause analysis and include strategies to improve the entire claims process — from intake to payment.

We are able to perform pre-settlement desk reviews of commercial and residential property estimates, as well as auto, electric vehicle and trucking claims. Our reviewers comment on the variances they find and notate the corrected/recommended amounts. For pre-settlement claims, the reviewed file is returned to the carrier within two business days from receipt.

Our staff can also conduct post-settlement audits of claims handled by independent adjusting firms and establish a report card related to process efficiencies, accuracy and expertise by peril.

## SAMPLE: AREAS OF OPPORTUNITY FOR IMPROVEMENT (13% of files audited)



### Comprehensive reports

Our comprehensive analysis and report provides commentary, data and graphics representing key aspects of the claim. All data is arrayed against a standard industry benchmark for reference. Examples include:

- First contact
- Coverage investigation
- Coverage decisions
- File mechanics
- Overwrite /underwrite analysis
- Customer experience

### Why Vale

Vale Training has served the insurance market for over 75 years with adjusting and estimating expertise. We combine that experience with current knowledge and state-of-the-art technology to meet today's challenging claims environment.

To provide our clients with the best possible service, our best practices are continually being assessed and evaluated, based on changes in the industry and technical advancements.

We specialize in training solutions that turn knowledge into productivity. Vale's staff of experts is unparalleled in industry knowledge and our education repertoire includes over 6000 different courses and webinars. We provide access to on-line programs, technology-enabled classrooms and laboratories, the latest technology and practical hands-on applications, enabling students to learn more quickly, retain knowledge and experience a significant improvement in overall adjusting skills.

To learn more about Vale consulting services, contact:

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