



Seibels Claims Solutions is our full-service organization designed to help risk managers simplify the claims handling experience, improve loss ratios and customer service levels, and decrease loss-adjusting expenses.

We eliminate inefficiencies and increase productivity to elevate your operations. This provides you with a competitive edge so you can spend more time focusing on growth and development.

BUSINESS PROCESS OUTSOURCING (BPO)

Our BPO Claims Services provide you with an end-to-end solution that covers the entire claim lifecycle. From Call Center and FNOL services to SIU and Litigation Management, we offer a comprehensive solution for all of your claims needs.

THIRD PARTY ADMINISTRATION (TPA)

Our TPA Claims Services are available on a bundled or unbundled basis. Whether you need support in one particular area or across several areas of your claims department, our TPA model is tailored to your needs.



25+

YEARS OF
POLICY & CLAIMS
PROCESSING

24

AVERAGE YEARS
OF CLAIMS
PROFESSIONAL
EXPERIENCE

WORLD-CLASS TECHNOLOGY

Our BPO and TPA Claims Services are powered through Seibels and Guidewire technology. By partnering with Seibels, you gain access to the P&C insurance industry's most widely used web-based claims system, Guidewire ClaimCenter.

Seibels FNOL

Guidewire ClaimCenter®

Guidewire LiveSM

Guidewire DataHub™ & InfoCenter

Guidewire Claim Portal™ for Policyholders and Vendors

Smart Communications™

OnBase by Hyland

SERVICE OFFERINGS*

-  **CONTACT CENTER**
-  **REINSPECTION**
-  **FIRST NOTICE OF LOSS**
-  **SUBROGATION & RECOVERY**
-  **MULTI-LINE ADJUSTING**
-  **SIU**
-  **FILE EXAMINATION**
-  **LITIGATION MANAGEMENT**
-  **CATASTROPHE MANAGEMENT**
-  **AUDIT & CONSULTING**

**See reverse for full details of our services.*

OUR SERVICES

Whether you take advantage of our BPO or TPA model, our Claims Services increase efficiencies and productivity to elevate your operations.



CONTACT CENTER

Customers demand speed, agility, and reliability. Our multi-lingual Contact Centers in Columbia, SC, and Altamonte Springs, FL, are available 24/7/365 in an effort to accurately intake claims by phone, email, or fax. Contact Center Services include customized scripts and voice recordings, quality assurance metrics, and full call reporting capabilities.



FIRST NOTICE OF LOSS

Our FNOL process is designed with clients in mind. Whether you utilize Seibels for day-to-day claims or in the case of a catastrophe, we have the experience, resources, people, and technology tailored to meet your needs.



MULTI-LINE ADJUSTING

Our established relationships with a nationwide network of experienced adjusters enables fast track adjusting of your personal and commercial line claims. Our FNOL software provides automated adjuster assignment, which expedites the claim process.



FILE EXAMINATION

By providing individualized oversight and management of client accounts, we are able to review, adjust, and conclude files efficiently while meeting your guidelines and service levels.



CATASTROPHE MANAGEMENT

Providing an effective and rapid response is critical to operational success when natural disasters strike. Our specialized CAT Management Services, which offer 24/7/365 FNOL and Contact Center support, provide clients with client-specific planning and preparation. Our dedicated Storm Center is CAT IV-certified and features 80+ seats, so you can have peace of mind and maintain business continuity during all weather-related losses.



REINSPECTION

We have extensive experience in the area of field claim inspections. Our long-standing business relationships with inspectors allow us to deliver excellent service to customers, and, over time, reduce indemnity and expense.



SUBROGATION & RECOVERY

Our in-house Subrogation Department is dedicated to recovering monies on behalf of our clients. Highly qualified, experienced staff conducts multiple, in-depth claim reviews to ensure no claim is overlooked. Our claims process allows us to guide the claim and protect your interest, ultimately maximizing recovery.



SPECIAL INVESTIGATIONS UNIT

Our SIU team thoroughly investigates all angles of a potentially fraudulent claim. Our pre-emptive approach is designed to resolve all fraudulent claims in an effort to you save money, recover indemnity payments, and identify and mitigate unethical activities within the industry. We interact with state insurance departments to report and pursue all fraudulent activities.



LITIGATION MANAGEMENT

Our in-house counsel and dedicated specialized examiners oversee the management of litigation and liability claims. We help identify and mitigate litigation trends and provide guidance on compliance-related issues.



AUDIT & CONSULTING SERVICES

Our Consulting Services provide you with a transparent look into your organization, identify and measure opportunities, streamline processes and further your competitive advantage.