



Timely management and follow up on claims are key to reducing policyholder complaints, increasing policyholder retention, ensuring fewer litigated claims, and control over expenses that ultimately impact loss ratio. Optimizing your resources with Activer Solutions will result in higher customer satisfaction, contained costs, and a positive brand experience.

Activer Solutions delivers claims servicing with a full turn-key solution or function-specific support. When claims increase, utilizing Activer Solutions to assist will save time and resources but get claims closed faster, which improves the mindset of insureds.

Activer Solutions supports:

- Origination/First Notice of Loss (FNOL)
- Ongoing claims support including:
 - Letters
 - File documentation
 - Follow-up, proof-of-repair and feedback calls
- Catastrophe planning and management
- Claims check processing and expense payments

Activer Solutions team of highly trained claims specialists have broad experience working with personal and commercial claims across all P&C lines of business. With an average of 10 years industry experience, our team

works closely with your claims staff, agents, insureds and lien holders to handle day to day processing and we guarantee to meet or exceed all contracted time and accuracy standards.

As with all of our services, our claims management services can be delivered on a client's systems or using our technology which includes:

- **Best-of-Breed Claims Management System.** For clients who opt to use our technology, our team utilizes a cloud-based claims management system that manages the entire claims lifecycle from the first notice of loss through settlement.
- **ACD Call Center Technology.** Our team utilizes state-of-the-art ACD call center technology and each customer receives a dedicated number.

Our Standard Operating Procedures are comprehensive and backed by stringent Service Level Agreements. We track and report all activity volume and have quality control measures in place to ensure we continue to meet or exceed all contracted SLAs. Our services are managed with complete transparency to you with a dedicated Account Manager. We are invisible to your customers and agents, but a trusted member of your team.

“The high-quality customer service Activer Solutions delivered on our behalf enabled us to secure a top 15 ranking in a Florida Office of Insurance Regulation Annual Report.” ~Senior Claims Professional

Why Activer Solutions?

Activer Solutions fills operational gaps, skill shortfalls or capacity constraints so our customers can optimize their high-value staff to move faster and more efficiently. Our team understands insurance, pays attention to our customer needs, adapts quickly to customer requirements, and personalizes our services and scale to customer needs. Our solutions result in improved workflows, resource optimization, and cost reductions – enabling our customers to do more with fewer resources. With Activer Solutions, your service level is timely, your information is up to date, and we enable the elimination of any backlogs. Our flexible cost structure is designed to create flexibility in handling business volume fluctuation or needs on a monthly basis. At Activer Solutions, we enable success for our customers.

Ready to Learn More?

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