



Full claims management



We know the importance of excellent
service and long term expertise

Excellent Service

How claims are managed, whether broker or underwriter does have a direct impact on your business. Claims should be relatively straight forward, but most brokers and insurers don't handle them well enough to better serve their clients, maximise income or reduce costs.

Our full claims management service incorporates first notification of loss (FNOL), credit hire, credit repair and legal services. FNOL is the cornerstone of successful claims management and directly impacts on customer retention and conversion rates.

As an insurance broker, when you outsource your motor claims a number of things happen:

We become your motor claims department, dealing with all claims, including fire, fault and theft.

Your client's claim is handled seamlessly from their initial call right through to final resolution.

Your overheads are reduced, or your staff have more time to focus on new business and renewals.

You get a valuable and guaranteed source of income, with terms to suit your business.

We deal with 3rd party intervention to help control your underwriting losses.

Your client will always speak to a highly experienced and courteous UK based technician.

Crusader Assistance recognises that a pre-requisite for successful claims management is the necessity for high quality first notification of loss services. Rapid capture of a claim is essential to prevent leakage and assist any company wishing to maintain control of their own claims.

Benefits



We offer a **bespoke service** where you choose what you want from a menu of options and where needed, get the benefit of our expert advice.

Once you have decided to undertake full claims management, as a valued partner you can expect the following:

- Your own 0845 number – answered in the name of your business.
- Daily notification of all new claims reported.
- Regular updates to your clients on the progress of their claim.
- Management information reporting.
- We undertake regular claimant feedback on all aspects of the claims process.

 **Crusader Assistance**

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