



**DELIVERING ON THE PROMISE WITH SUPERIOR CLAIM SERVICE**

## Claim Relationship Managers

Our Claim Relationship Managers (CRMs) are knowledgeable and experienced relationship managers located across the country who understand the unique claim needs of our customers and are committed to addressing those needs each and every day. From helping risk managers assess loss exposures to managing claim reviews, CRMs deliver superior service to help our customers meet their business objectives and achieve optimal claim outcomes.

**It's our business to know our customer's. Our Claim Relationship Managers are ready to:**

- Listen to the customer and customise a claim service programme to meet his or her needs
- Manage and facilitate the overall delivery of our customer's claim services
- Serve as our customer's claim implementation and transition specialist
- Work closely with our customer's risk management department
- Develop mutual goals and strategies to efficiently manage loss costs and partner to assess performance and loss trends
- Serve as our customer's single point of contact in resolving customer issues or concerns
- Recommend and facilitate claim related training where appropriate