

Technology-Based Services

- Daily Claims
- Catastrophe Claims
- Appraisals
- QA inspections
- **Auto Claims**

What Have We Handled?

- Hurricanes
- Floods
- Earthquakes
- Tornados
- Wildfires
- Explosions
- Wind, Hail, and Ice Storms
- Theft
- Accidents

Benefit from Our Experience

- Nearly \$3 billion in losses adjusted in 15 years
- More than one million claims processed over the past decade

Thousands of trained and certified adjusters are deployment-ready

The breadth and depth of the adjusters on our roster enables staffing of multiple events at the same time.

The latest training and mobile technology enable our adjusters to quickly and accurately serve our carriers, and by extension, policyholders.

At the heart of all of this is The Wardlaw Way: **Using technology to serve our customers with integrity, accuracy and excellence.**

AutoLook is a win-win for carriers and insureds, courtesy of Wardlaw.



Wardlaw's Unique Approach to Fast, Accurate, Real-time Auto Claims

AutoLook offers auto claims with a customer service focus, real time communication and reduced cycle time.

- **Fast Policyholder Contact:** A Wardlaw Claims Concierge™ verbally holds the insureds hand during the entire process
- **Team Efficiency:** The Claims Concierge and the on-site adjuster work in tandem with the repair shop to compare vehicle photos in real-time, using mobile technology, and get the car estimate agreed upon and repairs started ASAP. This all ensures accuracy, that every detail is managed, and means two sets of eyes are on the claim from the start.
- **Truly a Real-time Service:** Photos are shared by the team as the car is being inspected
- **Virtually Eliminates Disagreements Between the Adjuster's Estimate and the Repair Shop's Estimate**
- **Doing it Right the First Time:** No re-inspections are required.

How Does it Work?

It's how we ensure Proactive Management of claims. A Wardlaw Claims Concierge™ is the initial contact. They guide the policyholder through the entire auto claim process, which is efficient and prompt, and get the policyholder back into their repaired vehicle as quickly as possible.

A Team Scope Ensures Accuracy and Speed

A Wardlaw Claims Concierge and Wardlaw field adjuster work with the repair shop, assessing the vehicle together, viewing photos in real-time via mobile technology, and agreeing on the estimate. Claims close faster, as disagreements between the adjuster and repair shop are virtually eliminated, minimizing the need for costly re-inspections.

Built to Suit Your Needs with Quick Integration

AutoLook is fully customizable to best meet carrier and policyholder needs and uses the power of Catapult, Wardlaw's Scale-to-fit Claims Management System. It was built by adjusters for adjusters and is a vital part of the service we provide to carriers because it was developed by industry experts to ensure it meets client demands. The system is focused on the end user and the result is a unique, modular platform that Wardlaw can customize for each client. Need **a customer service module** to track adjuster feedback? Plug it in. What about arbitration? You're covered there. The same goes for call center, review, and other specialized applications. There's even a module to forecast reserves. Each module operates independently for ease of use, yet they all rely upon the same data center for efficiency. The same service-oriented mindset contributed to our developing Catapult as platform independent. It's as important as its modularity when it comes to quick integration with a carrier's existing auto estimating systems. Wardlaw can customize it to meet your needs in short order, enabling you to start processing claims quickly.

*Whether the loss is due to an accident, fire, or theft and the vehicle has slight damage, or is a Total Loss, we give it the same attention to detail. **We even handle Diminished Value Claims!***

When you choose Wardlaw to handle your auto claims, you get our national reputation for integrity, accuracy, and excellence.

To learn more, visit our web site: www.wardlawclaims.com or call us at 800.217.0901