

Catastrophe Claims



Wardlaw Technology-Based Services

- Daily Claims
- **Catastrophe Claims**
- Appraisals
- QA inspections
- Auto Claims
- Risk Point Analytics

What Have We Handled?

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

Benefit from Our Experience

- Nearly \$1.5 billion in losses adjusted in 5 years
- More than one million claims processed over the past decade
- We know how to scale staff based on the severity of an event
- 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.
- Focusing on helping the insured.

At the heart of all of this is

The Wardlaw Way:

Using technology to serve our customers with integrity, accuracy and excellence.

Catastrophe Claims Handling Excellence for Nearly 50 Years

Catastrophe claim handling has been the foundation of Wardlaw's business since 1965. We've provided our services on major catastrophes: Hurricanes Hugo, Andrew, Iniki, Opal, Fran, Georges, Isabel, Charley, Ivan, Katrina, Rita, Gustav, Ike, Jean and more; the Northridge Earthquake; the Oakland Bay Fires and Southern California Fires; as well as wind, hail, flood, freeze and tornado losses throughout the United States. We seamlessly handle large volumes of claims in times of great need; in fact, we thrive on it. And we also have transparently assisted hundreds of regional claims offices with claims overflows by providing adjusters for branch assist and claims QA positions.

By focusing on reducing cycle time without sacrificing claim accuracy, we have successfully handled everything from multi-year claims such as those associated with earthquakes and hurricanes, to smaller, localized events.

Wardlaw has not been around so long and been through so much just by chance. Our extensive training courses, held in a 43,000 sq. foot campus that includes a full-scale house, ensure the quality and volume of adjusters that carriers need, when they need them. And our training continues long after the catastrophe has passed to keep adjusters up-to-date and at-the-ready. The Wardlaw Training Campus also houses our data center, staffed by full-time information systems technologists capable of building and integrating state-of-the-art claims systems.

And after handling hundreds of events and nearly 50 years of serving the industry, we know a thing or two about scaling staff based on severity.

- **Ready to Deploy Nationally:** Thousands of trained and certified property and auto adjusters
- **Our Team is "on call":** We have adjusters that specialize in auto, residential, commercial, marine, business interruption, inventory loss and environmental claims, so we can deploy large teams of adjusters for catastrophe work in a just a few hours.
- **All Lines Adjusters:** The breadth and depth of the adjusters on our roster enables staffing of multiple events at the same time.
- **We Get the Most Out of Technology:** The latest training and mobile technology enables our adjusters to quickly and accurately serve our carriers, and by extension, policyholders.

Wardlaw also leads the industry in quality assurance efforts:

- **Our low adjusters-to-managers ratio** ensures our managers QA every claim before it is released back to the carrier.
- Advanced mobile and database technologies enable rapid and accurate claim handling.

Our motto "re-inspect early and re-inspect often" provides rapid re-inspection services within days, providing the quality that carriers demand and deserve.

To learn more, visit our web site: www.wardlawclaims.com or call us at 800 217 0901