


NORTH AMERICA

Insurance Claims Account Management

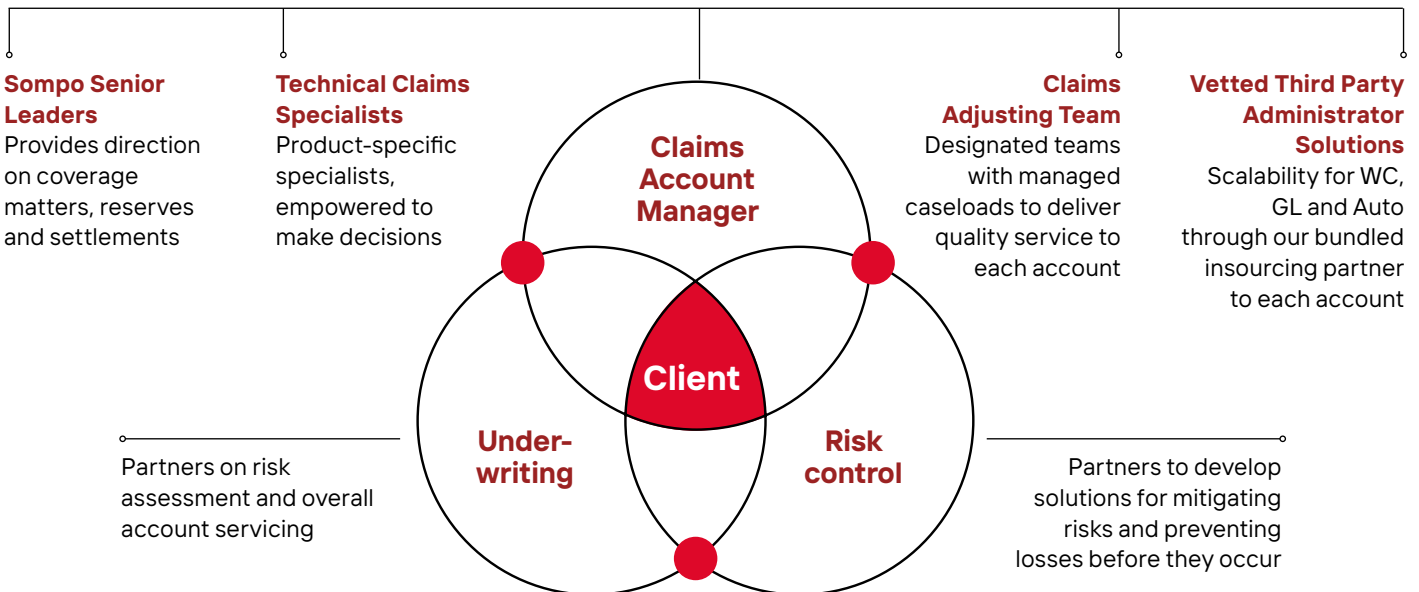
At Sompo, our experienced and dedicated Claims Account Managers are an empowered integral part of the underwriting and risk control process to provide outstanding service to our insureds globally. Our Claims Account Managers provide a single point of contact for accessing our technical claims specialists, experienced claims handlers, hand-picked third-party administrator solutions and value-added services.

“Our goal is to simplify the claims process and provide peace of mind for our valued customers.”

Customer-Centric Claims Account Management

At the beginning of each client relationship, we assign a designated Claims Account Manager who serves as a single point of contact for all service-related matters. Our goal is to simplify the claims process and provide peace of mind for our valued customers. With a focus on combining integrity, product knowledge, industry expertise and individual attention, our Claims Account Managers help to further ensure the delivery of fair and appropriate outcomes for our insureds.

- Coordinates and conducts stewardship and claim reviews
- Provides access to industry-leading risk data, analytic and reporting tools
- An industry leading leadership role
- Develops customizable Special Account Instructions and sets service expectations



Technical Claims Expertise

Sompo clients have access to our experienced claim professionals that have focused expertise with the trends and issues impacting a particular product areas.

- Severity files are overseen by Sompo's senior technical specialists
- Select general liability severity files are handled by the Sompo complex claim unit
- Our claim handling team utilizes comprehensive managed care services with aggressive pricing
- Experienced claims professionals are empowered to make decisions
- Our claim handling team utilizes industry-leading best practices, protocols, and guidelines
- Our claim handling team delivers fair and appropriate outcomes for our insureds
- Our claim professionals actively contribute to industry associations and publications

Value-Added Services

Our Claims Account Management team delivers innovation and excellence by supporting the products and services Sompo provides:

- Strategic partnerships with national panel of law firms
- Complimentary review of contracts, leases, and key documents, through designated attorney panel firms, to ensure compliance and identify potential risk transfer opportunities
- 24/7 access to an attorney on our Rapid Response Team for high-profile matters
- Cost reduction oversight, including vendor management, medical managed care and legal and medical bill review
- Portal access to position papers on key issues impacting the industries we serve
- Complimentary on-site or web-based training on industry specific legal trends

Contact

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For more information on our
Global Insurance Claims services
or to report a claim, please visit:
sompo-intl.com/insurance/claims

About Sompo

Sompo is a global provider of commercial and consumer property, casualty, and specialty insurance and reinsurance, that employs approximately 9,000 people globally who use their expertise to simplify and resolve your complex challenges. Because when you choose Sompo, you choose **the ease of expertise™**

"Sompo" refers to the brand under which Sompo International Holdings Ltd., a Bermuda-based holding company, together with its consolidated subsidiaries, operates its global property and casualty (re)insurance businesses. Sompo International Holdings Ltd. is an indirect wholly-owned subsidiary of Sompo Holdings, Inc., one of the leading property and casualty groups in the world.



Financial Rating:
A.M. Best (Superior)
S&P (Strong)

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