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U.S. PROPERTY & CASUALTY℠

Choose Broadspire Claims Solutions

Broadspire strives to bring a level of dedication, reliability and service that will continue to raise the standards in our industry. Forward thinking and providing affinity claims solutions, we'll always be here for you so you can be there for your customers.

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Broadspire® Accident & Health Affinity Claims Solutions

Connecting every piece of the claims processing chain

Broadspire®
A CRAWFORD COMPANY

The Crawford Solution®
The most comprehensive global solution for claims administration
Powered by Crawford iQ™

THE CRAWFORD SOLUTION®

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BS-AFFINITY-BRO-1017

Accident & Health (A&H) claims solutions are customized to deliver the quality service and superior performance your customers deserve. Broadspire,® a Crawford company and global third-party administrator to employers and insurance companies, offers proven reliability, cutting-edge innovation and global resources to assist you and your clients with all of your claims needs.

Who We Serve

- Financial institutions and bank card issuers
- Leisure and business travel industry
- Insurance carriers
- Employer groups
- Manufacturers and retailers
- Associations
- Loyalty programs

Your Claims Experts

Broadspire claims programs provide highly knowledgeable and dedicated teams delivering superior end-to-end claims handling and a level of customer service that is second to none. Our specialists understand the needs of both claimants and insurers to effectively manage affinity claims, using state-of-the-art technology to facilitate prompt resolution. Broadspire's staff is properly trained and licensed as required by law to handle all claims adjudication throughout the United States for Property & Casualty as well as Accident and Health related claims. All team members, including call center, administrative, adjuster and management personnel, have gone through rigorous compliance, privacy, security, regulatory, customer service, policy, technical, and client-specific training programs. The services we offer are unbiased and customer-focused with data security as a top priority. As an industry leader, the information technology services has undergone the rigorous PCI Data Security Standard compliance process, giving us a unique differentiator in the industry in the measures we take to protect your customers.

Best-in-Class Service

Affinity products and services are a reflection of sponsoring entities such as financial institutions, card-based benefit products, associations, employee benefits and other groups. With that in mind, Broadspire provides a consumer-centric approach to handling claims in a streamlined and highly efficient manner that empowers the consumer to set the pace of the resolution, driving greater customer satisfaction.

Global Reach and Resources

Crawford & Company,® the parent company of Broadspire, is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities. With more than 9,000 employees, Crawford has strategically placed hubs where you need us most, including the United States, Canada, Latin America, Europe and Asia Pacific. Our global reach enables us to manage affinity claims payments in various non-U.S. currencies to individuals in 70+ countries outside the U.S.

Comprehensive Claim Management

Our program design offers many unique advantages to our customers. These include:

- Dedicated teams focused on the customer's specific Accident & Health and affinity product suite
- Broadspire teams that work directly with customers on initial transition and ongoing management of claims
- White-labeled, interactive claim reporting, eligibility validation and data capture abilities
- MyClaimsAgent.com self-service portal for claim reporting and data gathering
- Key customer service metrics and feedback
- MMSEA Section 111 Mandatory Insurance Reporting (MIR) expertise
- State-of-the-art RMIS (Crawford iQ Portal™)

Our Dedicated Accident & Health Claim Adjusters

- Dedicated and experienced A&H claim staff only handle A&H and affinity claims
- Specialized training provided to adjusters
- Licensed nationwide
- Follow a customized, systematic workflow process, utilizing our proprietary claims management system designed specifically for handling sensitive documents in a PCI DSS compliant environment via MyClaimsAgent

State-of-the-Art U.S-based Call Center

- Highly experienced, multilingual and versatile ClaimsAlert® intake staff and customer service staff
- Customizable claim reporting scripting and first-party voice greetings: "Thank you for calling the _____benefits center"
- State-of-the-art call center technology enabling end-to-end claims handling with live operators
- Inbound calls recorded with call metric reporting at client level
- Strong and effective quality assurance program

Crawford iQ™

All of our offerings are supported by Crawford iQ,™ information technology that makes handling claims easier with intelligent technology you can count on. Delivered in four easy offerings, Crawford iQ Portal,™ Crawford iQ Claims Manager,™ Crawford iQ Analytics™ and Crawford iQ Mobile,™ Crawford iQ provides the intelligence that powers The Crawford Solution,® the most comprehensive global, integrated solution for all corporate, insurer and re-insurer claims administration.

- MyClaimsAgent.com: Gateway for global affinity programs
- A&H Self-Service Online Claims Portal: Customizable online customer claims intake
- Eligibility Management System: Database of current customer eligibilities
- Crawford iQ Portal: Client portal for CMS data and self-service functions

Full Range of Solutions

1	Accidental death/ dismemberment	Medical sickness/illness	9
2	Trip interruption/ cancellation	Emergency services	10
3	Loss damage waiver (LDW)	Price protection	11
4	Collision damage waiver (CDW)	Extended warranty	12
5	Disability	Hospital accident protection	13
6	Hotel and motel burglary	Return guarantee	14
7	Bag delay/lost luggage	Purchase protection	15
8	Travel accident insurance	Product recall	16