

Overview

30 Days

Average decrease in life of claim*

*U.S. Gulf Region



Omar Hurtado de Mendoza
Sr. Customer Service Manager
Crawford Contractor Connection

Omar's role is to understand the client's needs, enhance brand image and ensure expectations are exceeded with the Terminix program.

Restoring and enhancing through customization

Terminix® is one of the largest pest control companies in the world, operating in 47 states in the United States and 22 countries. With their internal, self-administered, third-party liability model, they faced two challenges. First, there was a significant time commitment for local Terminix branch managers to inspect alleged termite damage claims. Second, Terminix had to manage third-party contractors to perform necessary repairs.

To help Terminix make the transition to an outsourced TPA model, our team of claims handling experts leveraged a Crawford enterprise approach, designing and implementing a solution that reduced the time needed for claim resolution, the cost per claim and the litigation rate. Integrating our field, TPA and property repair network capabilities, we delivered a TPA model for Terminix that has achieved remarkable success verses their previous solution.

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It's our job to make the experience as easy and pain-free as possible for the client and the homeowner.

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