

# Total Property Solution

From first notice of loss to managed repair

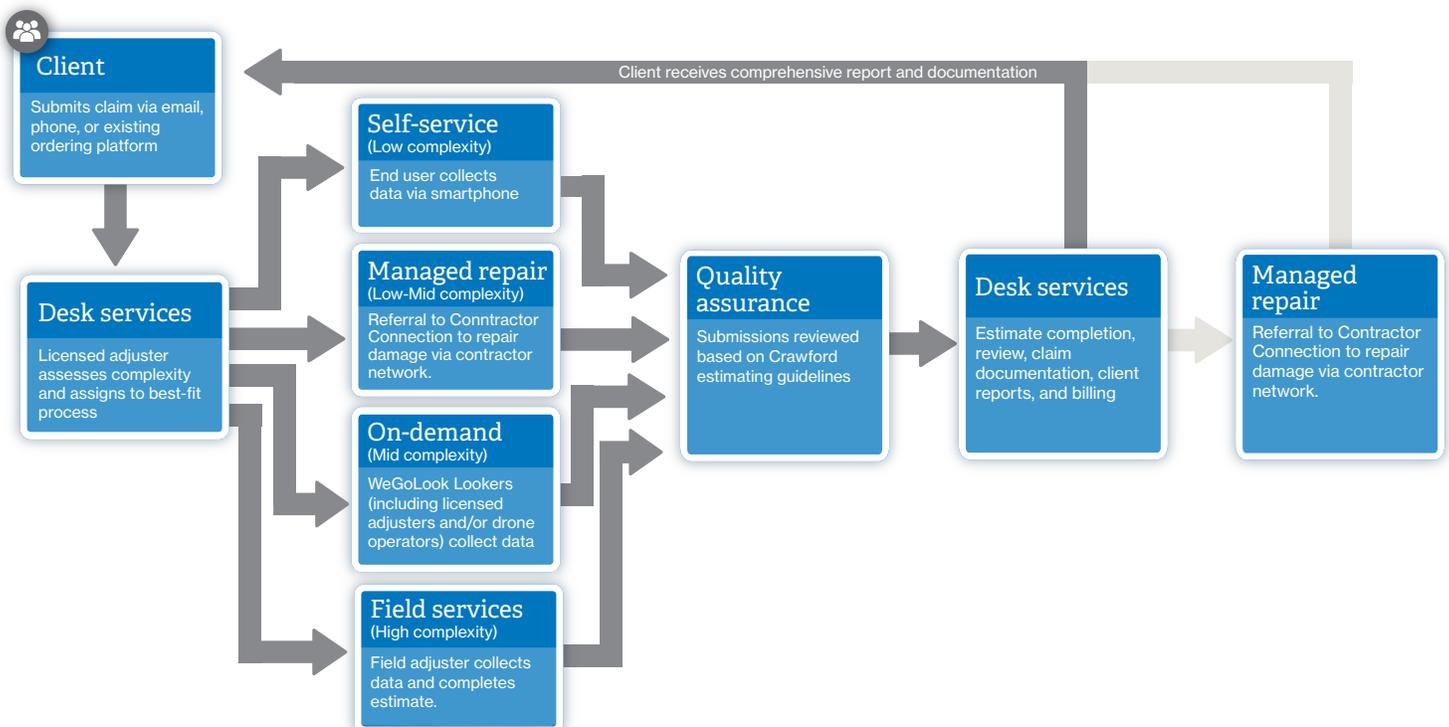


# Improve customer satisfaction with the industry's only turnkey solution for all your property claims management needs.

According to a recent study focused on U.S. property claims satisfaction, 1 in 7 property owners indicated that they were dissatisfied with their claims experience due to inaccuracies in estimating and delays in settlement.\* Disruptions like this can lead to decreased policyholder satisfaction resulting in lower retention and loss of revenue. For your business to succeed in today's market, you need the right resources, processes and tools in place to handle any claim regardless of the size or complexity.

Crawford provides the most comprehensive, accurate end-to-end property claims solution to address these needs. Designed to deliver a seamless claims management experience for all property claims, Total Property Solution combines our extensive services to handle any claim, regardless of size or difficulty, and route it through the optimal service to provide the most efficient outcomes for carriers and policyholders. Our licensed adjusters provide industry-leading approaches to inspections, evaluations and claim settlements, all with exceptional customer service. Powered by cutting-edge technology, our solution ensures a timely claim resolution, unmatched quality and, ultimately, a superior experience for policyholders that drives higher retention.\*

## Total Property Solution



\*Source: J.D. Power 2018 U.S. Property Claims Satisfaction Study<sup>SM</sup>

# Trusted Services

## Assisted self-service

Utilizing our assisted self-service application, your customers are guided through the documentation and submission process using their smart device. Submissions are then reviewed based on Crawford estimating standards and sent to our desk service team for estimate completion, review, claim documentation, reporting and billing.

## Managed repair services

Contractor Connection® provides the most expansive residential and commercial managed repair and emergency services network, driving policyholder and consumer satisfaction, reducing loss adjusting expenses, providing indemnity management and backed by a five-year workmanship warranty.

## On-demand services

To ensure a cost effective approach that still provides the appropriate level of expertise, Crawford's Integrated Property Solution taps into the WeGoLook® network of more than 50,000 trained Lookers® to capture and submit claims data for low to mid complexity claims.

## Field services

Claims identified as large or highly complex will follow our traditional adjusting model in which the field adjuster collects data on site and completes the estimate. From there, the claim will follow the same quality and settlement process outlined above.

# Proven Results



Reduce costs by  
up to 30%



Process claims in as  
little as 3.7 days



Reach claimants  
anytime and anywhere



Increase customer  
satisfaction

## Perfect for:

- Reducing cost and time-in-process
- Increasing customer satisfaction
- Scaling to meet demand
- Responding to day-to-day and surge events
- Expanding geographic reach
- Processing claims of any size or complexity, anywhere in the world

## Why choose Crawford?

- Experienced network of licensed adjusters
- Unmatched commitment to ongoing training
- Global coverage with a regional touch
- Over 6,000 general and specialized contractors on call
- On-demand field services anytime and anywhere
- 24/7 omnichannel claims intake

# About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



Loss  
Adjusting



Third Party  
Administration



Managed  
Repair



Medical  
Management



On-Demand  
Services



Catastrophe  
Response

**9,000** employees | **50,000** field resources | **70** countries | **\$18B+** claims managed annually

**Crawford®**

Learn more at  
[www.crawco.com](http://www.crawco.com)   