

MOTOR CLAIMS MANAGEMENT

Enhancing customer service
and brand reputation



Garwyn Motor Claims supports:

- Commercial fleet claims
- Third Party Vehicle claims
- Third Party Personal Injury
- Third Party Immobile Property damage claims
- Management of inspection and repair of Insured Vehicle damage
- Arrangement of vehicle recovery
- Total Loss and Salvage disposal
- Pre-litigation Uninsured Loss Recovery

The motor insurance marketplace is one of the most competitive in the industry. One of the biggest challenges it faces is claims handling. It can be a huge burden on an insurer's resources and costs, but executed well it can play a crucial role in enhancing brand reputation and customer retention.

The Garwyn Motor Claims service is focused on providing a cost-effective and efficient claims handling and management service to insurers and their customers to achieve that goal. Capitalising on the wealth of claims management expertise within the Garwyn organisation, combined with best-in-class web-enabled processes, we provide insurers with an immensely reliable, high quality solution, helping them to manage their own resources and costs.

Flexibility is the key to the service, with the facility for all aspects to be delivered in the client's brand through the white labelling of all customer-facing activity.

Focused on service and cost

An expert and specialist team is also focused on achieving the best possible cost management for clients, whilst maintaining customer service standards for their brand. Providing the insured with a quick, quality response is at the heart.

Size is no barrier

Supported by our e-claims web-enabled solutions, we can handle large volumes on a daily basis, consistently meeting service level targets. Leading-edge management information also enables clients to assess the progress of claims at any time.

Secure fund management

We also provide confidence for fund management, holding funds in trust and making payments on behalf of our clients. Our security controls and processes meet the audit requirements, both of our clients and our own internal standards.

Why choose Garwyn Motor Claims?

- We have the people, skills and technology to handle the claims volumes typical of motor insurance
- We focus on cost control and customer service in equal measure
- Prompt action is always taken to identify contentious areas of liability
- Powerful management information accessible online provides the best possible insight into claims activity and costs

Our aim is simple: To enhance the claims management service for motor insurers in order to improve customer retention and reduce total costs.



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