

2019 CLAIMS COMMITMENT



CHRONOS
Underwriters



Chronos is committed to delivering the highest quality service to all our producers and their insureds in every area of operation, including the critical area of claims. CJW & Associates, the Third Party Administrator (TPA) for our carriers, shares this commitment to delivering a superior customer service experience through a fast, fair and accurate adjustment process for every insured.

Our initial Claims Commitment was published following the 2017 hurricane season; however, our claims commitment is neither time bound nor limited to CAT events. Chronos and CJW continue to seize upon opportunities to enhance the level of claim services provided to our customers. Chronos and CJW constantly reassess their claims performance and have implemented further initiatives to ensure our level of claim handling service is second to none.

The most recent claims related activities for Chronos and CJW are outlined below:



PEOPLE

CJW continues to invest in its most important asset: People. Over the past year, CJW added six new colleagues to the Chronos team. Of critical importance is the ongoing focus on strong leadership and claim oversight with the addition of another Supervisor and a Complex Claims Director. Additionally, in the event of a catastrophe, CJW has a ready pool of both technical and administrative temporary staff on standby thanks to Sedgwick's vast colleague resource platform. During the 2018 storms, CJW's utilization of the resource platform and a team shared file methodology of handling CAT claims proved to be very successful.



PLANNING

Thanks to a new data interface with Chronos, CJW streamlined the claim set-up process, which dramatically reduced the time it takes to get new losses into the hands of Account Managers. This led to faster contacts and heightened responsiveness to our customers. With future CAT events in mind, a pre-trained pool of intake specialists is available at a moment's notice. Additionally, CJW's CAT Plan is continually reviewed and updated to dynamically improve the claims experience.



PROCESS

CJW has enhanced its internal and vendor-interaction workflow and setup process resulting in faster field inspection reporting, billing and claim closures. CJW also introduced a new internal file review process that has verifiably improved claim service quality and financial outcomes. The implementation of Sedgwick's Agile claims process model facilitates a more efficient "in house" process at an economical cost for certain types of claims.



TECHNOLOGY

CJW and Sedgwick field system integration and improvements continue to evolve. Chronos and CJW enhanced their account/claim data integration between the two companies resulting in significantly faster service during claim reporting. Sedgwick implemented a brand-new field mobile application that enables real-time data capture at the point of inspection (e.g. estimate, report and photos). Chronos has implemented a claims submission and claims status portal providing clients with ease of access and the ability to view claims updates in an efficient manner.



CLAIMS COMMITMENT

Chronos and CJW continue to survey insureds in order to assess their claims experience. The most recent survey results indicate an excellent composite rating of 4.2 out of 5 in the surveys received. The few surveys that revealed opportunities for improvement were followed-up on with phone calls and action plans from CJW leadership. Chronos understands the importance of creating a positive claims experience for all clients. CJW's role as TPA is paramount in delivering positive experiences and favorable claim outcomes. Both organizations remain committed to providing all financial and human resources necessary to deliver on the promises we make to you and your clients. Our commitment remains to continually improve upon the claims experience for our customers.