



THIRD PARTY CLAIMS MANAGEMENT, ADMINISTRATION & PROCESSING

The Third Party Claims Management, Administration and Processing practice of Alan Gray, Inc. is capable of providing expertise for the technical handling, auditing and administrative processing of casualty, property, professional liability and mass tort claims throughout the United States and internationally. The claims staff handles first and third party multi-state accounts for major insurers and syndicates including exposures for national companies under their Self Insured Retentions (SIRs). As a fully licensed Third Party Administrator (TPA), the practice utilizes a state-of-the-art online claims administration system.

Third Party Claims Management, Administration and Processing Services Can Include:

Technical handling of primary claims for an insurance carrier or company with an SIR to include administration of a trust account on behalf of the client, issuance of indemnity and expense payments, monthly reconciliation of the trust account and monthly loss reporting

Management of Excess and Surplus Lines claims, and all aspects of run-off books of business

Technical and administrative handling of mass tort claims

Auditing of TPAs, SIRs, and erosion of aggregates

Arbitration and litigation support including expert witness testimony

Types of Claims Serviced Can Include:

- Automobile
- General liability including construction site accidents, construction defects and lead paint
- Professional healthcare liability focusing on physicians, hospitals and nursing homes
- Social services liability
- Products, liquor and amusement ride liability
- Trucking and cargo claims including first and third party exposures
- Mass tort claims including asbestos, silica and breast implants

Sample Engagements:

○ Alan Gray, Inc. was assigned the handling of a run-off book of business consisting of several hundred open claims files involving complicated commercial trucking liability, professional liability and general liability exposures. These files had not been properly handled and were grossly under-reserved. An initial audit performed by Alan Gray, Inc. consisted of reviewing every open file. Within 30-60 days, all indemnity and expense reserves were adjusted to the proper levels based on this audit. Alan Gray, Inc.'s claims expertise resulted in promptly expediting the resolution of the vast majority of the open claims by aggressively working with defense counsel and diligently pursuing settlement conferences and mediations throughout the United States. The outstanding claims were reduced to a minimum number in approximately 2½ years resulting in extensive savings on the money that was projected to be incurred by the client's actuaries.

○ Working for one insured, Alan Gray, Inc. was responsible for processing indemnity settlements and expense billings for 8-12 different insurers related to asbestos exposures. The processing consisted of correctly allocating the indemnity settlements and payments to various years of coverage; securing the funds from 12 carriers to pay the settlements and expenses; and issuing checks for payment. In addition, time-sensitive quarterly in-house audits of claims submissions from various plaintiff law firms were conducted under an administrative settlement agreement to ensure the submissions were in compliance with the agreement. Detailed and accurate results were delivered to coordinating counsel for the insurers, allowing them to promptly collect substantial money from their reinsurers.

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