

Claims Management for Insurers

Falling policy prices and increasing claims costs are just some of the challenges that insurers have to face in today's market. Albany's claims management solutions add value by working with you. Our complementary approach and experience help reduce internal expenditure and assist in building your competitive advantage.

Insurers are constantly faced with pressures to reduce their combined ratio and maximise operational efficiency whilst meeting customer needs. Outsourcing non fault claims management services eliminates the costs of increasing in-house claims teams and enables insurers to concentrate on the growth of their business.

Albany Assistance develop tailored approaches that dovetail into your processes causing the least amount of disruption and giving you an effective and efficient solution. Our processes enable our partners to reduce staffing costs by reducing the resource necessary to process claims and recover funds from third party insurers.

Albany's use of independent engineers assists with the identification of fraudulent claims in addition to keeping repairer costs to a minimum.

Albany Assistance add value to insurers and their policyholders through the streamlining of processes and the management of their non fault claims and the additional credit services offered. Non fault customers using our service also benefit from receiving an appropriate replacement vehicle from a fleet of over 10,000 vehicles across the UK.

Our processes allow insurers to seamlessly transfer non fault customers' calls on dedicated branded free phone numbers through to our contact centre and receive first class support and credit services.

Utilising the services of Albany Assistance will ensure that you will not have to be concerned about the recovery of debt from third party insurers.

Albany Assistance are a white labelled provider of insurance services to many leading insurers whose policyholders benefit from our experience, knowledge, scope and professionalism.

Insurer Benefits include;

- Improved combined ratio
- Expense ratio
- Increased cash flow
- Shareholder wealth maximisation
- Customer retention
- Improving key performance indicators

Albany Assistance will provide a comprehensive pack of management information allowing you to review your account's performance against agreed service levels. Reports can be tailored to meet your requirements.