

Claims Management for Intermediaries

Intermediaries with or without claims departments can benefit from the claims management solutions provided by Albany Assistance. Outsourcing claims management services eliminates the costs of increasing in house claims teams and enables intermediaries to concentrate on growing sales and the expansion of their business in a competitive market.

Our First Notification of Loss process, one of many options available, provides your customers with a central first point of claims contact.

Our 24/7/365 contact centre operation will provide all your policyholders, regardless of fault, with the necessary information and advice, ensuring that they are treated fairly. Albany Assistance will ensure your customer is directed to their insurance company or alternatively we can provide a report of their claim to their insurer on their behalf.

Non fault customers will be offered the advantage of using our credit services, supported by a credit protection insurance policy and the provision of LEI and ULR. These customers will not only avoid paying their excess but will also benefit from receiving an appropriate replacement vehicle from a fleet of over 10,000 vehicles across the UK.

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 your specific requirements providing information on your individual insurers, regions, branches etc.

We currently provide this and other information to a number of intermediaries and can provide evidence of our capability to meet your customers' service expectations regardless of the process or the size of the customer base.

Intermediary Benefits include;

- Increased revenue generation
- Customer retention
- Improved cash flow
- Improving key performance indicators
- Increased sales resource