



CLAIMS

Xceedance Boosts Client's Claims Service. Team Sees 10% QA Score Leap



The Client

A leading insurer in Australia and New Zealand with over a century of experience in the industry. A trusted partner with offerings that help their clients make good choices and take positive action to meet their financial goals.

The Challenge

Our client's General Liability claims team was struggling with both quality and costs, with a baseline Quality Assurance testing review score of 79.6%; a high leakage rate resulting in lost economic opportunity; and high legal costs.

Priority issues included speed and accuracy of claims investigation and file management; timeliness and appropriateness of reserves; accurate evaluation of damages and liability issues; and effective management of vendor activity.

With inefficient processes and results that fell below industry averages, something had to be done.

Our Solution

Xceedance was called in to help tackle these challenges. We started by asking the departmental heads "what keeps you up at night?" before designing a solution to address their needs.

The client required support across the entire claims lifecycle – from initial investigation through to consumer satisfaction. We took a three-pronged approach covering technology, processes and people:

- **Technology** – Creation of a Quality Assurance questionnaire catered to their specific claims issues, along with a client-specific QA dashboard to track and analyse the results.
- **Processes** – New processes and actions to remediate the issues found in the initial QA review were put into place. These included more focused intervention by supervisors, less reliance on outside vendors, and more empowerment of the Claims Officers.
- **People** – Members of the Xceedance claims team met with the client to conduct investigation and evaluation/negotiation training to clearly explain the recommended actions.

After the implementation of the Xceedance solution, a senior member of the client team noted that their GL claims department had become the "best practice example".

To ensure this remains the case, Xceedance has worked with the client to implement a process of continuous improvement, which encourages the client to push for ever better results.

Proven Results

- The Xceedance team conducted an initial closed-file Quality Assessment on the GL claims operation. At 79.6% this was not a positive result. However, in the following six continuous quarters, we have seen a steady improvement. The Quality Assessment score was 89.6% at the beginning of 2024.
- Alongside this major improvement in overall quality auditors have also noted in their findings a significant reduction in cases with a lack of documentation, and a significant increase in those with appropriate reserves in place.
- Further, they observed a substantial decrease in the number of outside investigators being used, and described this as "encouraging".
- This example of work (and others like it) helped Xceedance gain the **Best Claims Service Provider** title at the **Insurance Business Australia Awards 2024**.

Conclusion:

The Xceedance solution – incorporating changes to processes and systems, as well as implementing new technology – empowered our client to feel more confident and better able to manage, investigate and settle claims independently and appropriately.



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