

Case Study – Operational Efficiency: Helping a Regional Mutual Commercial and Personal Lines insurer improve Claims performance

The Challenge

Steadily deteriorating Claims results across indemnity, expense, operations, and customer experience

Combined Ratio 107.2

Loss Ratio 75.3

DWP \$800m



The Approach

Aon Inpoint partner with the client team to perform a comprehensive assessment of Claim operations and best practices



Conducted a thorough review of open and close files to quantify adherence to best practices and measure improvement opportunity



Performed an assessment of 31 components of the Claim operation



Analyzed loss, expense, and operational data and compared to industry benchmarks

The Solutions

Developed and implemented strategic and operational improvements within Claims focused to support profitability and growth

1. Implement organizational changes to better align accountability, develop improved specialization, and leverage benefits of scale
2. Modify processes and segmentation models
3. Leverage Claims data for operational transparency and performance management
4. Institute enhanced best practices supported by a robust quality management program
5. Drive more proactive loss development containment through more responsive processes, litigation avoidance measures, and improved customer engagement
6. Leverage strategic opportunities in InsurTech

The Outcome

Since this engagement, the client's Claims and Underwriting results have dramatically improved

Combined Ratio 91.9

Loss Ratio 58.3

DWP \$1.3B



Client remains actively engaged with Aon Inpoint Claims in continuous improvement initiatives and in co-developing new InsurTech programs