

Problem

When a hurricane hit late in the CAT season, our client, a well-established adjusting firm, experienced a sudden influx of claims needing immediate attention. Since it was late in the season, the firm was already carrying a full claims workload and needed additional resources to meet their customers' needs. In addition to the influx of work, this client had never used remote resources and was in need of assistance ramping up and managing a remote staff.

Response

Leveraging our extensive claims network, Jacobson was able to identify more than 40 licensed resources who were able to start within just five days of the first call from the client. In addition to onboarding a volume of resources, we assisted the client with their first virtual deployment of claims staff. Our team worked overtime for four months to help the client successfully manage the volume of claims.

Solution

Jacobson's resources worked very closely with the adjusting firm's team until the volume of claims was brought down to a manageable level. The client was pleased with how quickly Jacobson was able to respond and have resources in place. They have continued to partner with Jacobson on an ongoing basis to procure insurance talent beyond CAT season.

Claims

Remote CAT Support

Client Type: Claims Adjusting Firm

Project Scope: Claims Reviewers and Adjusters

Duration: 3 Months

Team Size: 41 Full-Time Employees

