

## THE HARTFORD CLAIMPLUS TEAM®



## PARTNER WITH THE RIGHT CLAIMS TEAM TO HELP YOUR BUSINESS PREVAIL.

### BUILDING LOYALTY

We contact insureds early in most claims to check on service. If there's an issue or question, we notify the claim supervisor for prompt action.

The result:  
Customer ratings rise about 50% following a "service alert."

The Hartford's Customer Loyalty program is a loyalty builder.

### EXPERIENCED CLAIMPLUS TEAM CAN HELP YOU MANAGE CLAIM COSTS

The more your business grows, the more risks you face. So it's important to have a partner to help manage risk and the impact it has on productivity and profitability.

The Hartford ClaimPlus Team is dedicated to businesses like yours. We bring more than 200 years of risk insight and innovation. And our team is always a call away – your data, a click away.

Claims impact your productivity now and your insurance costs in the future, but with the right partner you can continue to succeed in the face of risk.

Prepare. Protect. Prevail.®

continued



## GET THE EXPERTISE YOU NEED WITH OUR CLAIMPLUS TEAM.

### EXCEPTIONAL SERVICE

- Our highly experienced Claims Account Executives deliver insightful consultation and exceptional service.
- A customized Account Service Agreement ensures we meet your communication and claim management needs.
- Designated Claim<sup>Plus</sup> handling teams provide transparent claim service, and understand every claim impacts your organization.
- The @Venture® risk management information system gives you the power to monitor, manage and analyze risk.



### PARTNERING WITH YOUR CLAIMS ACCOUNT EXECUTIVE

- Solve claim service issues to ensure customer service excellence.
- Deliver transition support and training so your experience is exceptional from the start.
- Make recommendations on claim trends and loss cost management to drive positive claim results and save money.

### TAILORED SUPPORT WITH AN ACCOUNT SERVICE AGREEMENT

- Contact guidelines ensure you have input on claim management.
- Details on file reviews and other claim activities tailoring our service to your needs.

### THE VALUE OF OUR CLAIMPLUS TEAM

- Specialized by line of coverage for depth of expertise.
- Assigned regionally for strong jurisdictional knowledge.
- Consultants embedded in each team manage your most challenging claims.

### YOUR CAPABILITIES WITH @VENTURE

- Customize and schedule claim reports to manage risk.
- Set-up email alerts for significant claim activity to stay informed on your claims.
- Get answers fast with adjuster notes and communication tools.



To learn more about our innovative claims services, contact your local representative for The Hartford, or visit us at [thehartford.com](http://thehartford.com).

Reported results are based on The Hartford's past performance and not a guarantee of future results. Individual account results may vary from the average.

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Employee Benefits  
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