

\_experience the commitment

# Catastrophe Management Services



## Solution advantage

### What CGI can do for your business

Processing and adjusting insurance claims quickly and accurately is good business. It helps to moderate claim payouts and satisfy policyholders, as well as increase productivity and reduce cost. CGI's Catastrophe Management Services deliver:

- Fast and efficient claims adjusting for all major disasters
- Experienced, qualified, and dedicated claims adjusters
- Fully staffed, 24/7 call center serviced by insurance professionals
- 24-hour response time to first notice of loss
- 48-hour, on-site emergency response team

CGI's Catastrophe Management Services offers you the benefits of outsourcing the entire claims adjusting process. Through our catastrophe services, you can:

- Reduce the need to recruit, hire, and train new staff.
- Focus on strategic competencies.
- Reduce operating expenses.
- Leverage CGI's specialized claims, expertise and technology.
- Improve customer satisfaction.
- Increase profitable revenue growth.

## Leading-edge solutions for catastrophe management

### CGI's Catastrophe Management Services

Insurance professionals know that managing the unexpected is a key to profitability within the Property and Casualty industry. When a catastrophe strikes, you need to respond swiftly with the quality, efficiency, and rapid response the situation requires. CGI's Catastrophe Management Services provides you with the solid, professional, and expert services you need to manage your catastrophic losses. CGI provides Property and Casualty insurers with Catastrophe Management Services that include:

- Receiving first notice of loss
- Professionally staffed 24/7 call center
- Managing the entire claims adjustment process
- Appraisals and task assignments
- Mobile Command Center with full satellite capabilities
- Full access to our Special Investigative Unit (SIU)
- Accurate policy and coverage verification
- Full Statistical reporting
- Re-inspection and file auditing
- Salvage and subrogation referrals and handling

Property and Casualty insurers managed 24 catastrophes in 2005, resulting in \$56.8 billion in insured property losses. Over the past five years insurers have sustained 112 catastrophic disasters, totaling more than \$130 billion in insured losses. CGI's Catastrophe Management Services gives you the flexibility to outsource either a portion of or the entire catastrophe claims adjusting process, allowing you to focus on your core business operations. CGI manages all man-made or natural disasters including:

- Hurricane
- Flood
- Earthquake
- Fire and Smoke
- Explosion
- Tornado
- Riot or Civil Commotion

## Leading-edge solutions for catastrophe management

### About CGI's Catastrophe Management Services

#### *Claims Adjusting and Processing*

CGI offers a team of highly skilled and professional claims adjusters with an average of 20 years of insurance experience. Our adjusters focus on controlling your loss ratio and increasing your profits, while providing your customers with exceptional service. CGI is committed to adjusting and settling each claim fairly and promptly. Using CGI's sophisticated claims processing software, our adjusters have quick access to all claim-related information. We can provide you with detailed reports summarizing loss ratio, claim payment, reserves, and expense payment data based on your unique reporting requirements.

#### *Call Centers*

CGI call centers are available 24 hours a day, seven days a week to receive claim notices by phone or fax. We respond to each first notice of loss within 24 hours. Our highly trained insurance professionals walk your customer through the transaction skillfully and tactfully. Information is captured using CGI's claims processing system based on the system's logic and your unique business rules for automatic processing, thereby ensuring completeness, accuracy and a superior customer experience.

#### *Special Investigation Unit (SIU)*

CGI's SIU is vigilant in detecting, investigating, reporting, and preventing insurance fraud. We have SIU professionals that are former law enforcement officers with expertise in investigating civil and criminal fraud. SIU professionals also have extensive experience investigating insurance fraud. Our SIU conducts full investigations of suspected fraudulent claims, generating major cost savings for insurers and keeping premiums in check. We also handle background checks, bureau reporting, examinations under oath, pre-employment screening, employment verification, and credit checks for insurers.

CGI's Catastrophe Management Services are built on a solid foundation of partnership and trust with our clients. Our flexibility and experience in dealing with insurance industry issues enables our clients to increase profitability and reduce costs by fast and efficient claims management.

## Company profile

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them.

A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices, giving us close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.

Business solutions through information technology™



ISO 9001 Certified

For more information: [www.cgi.com](http://www.cgi.com)