



QUARTERLY CLAIMS SUMMARY

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QUARTER 4: 2024

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A Note from Our Team

MD Claims Group has moved full steam into a new year, but we want to take a moment to extend our deepest gratitude for your hard work and unwavering dedication to us, our clients, and their insureds. Last year brought its share of challenges, particularly with the impact of Hurricanes Helene and Milton. However, our collective response to these events is a testament to the strength, professionalism, and compassion that define our team.

We know that being on the frontlines during such events can be demanding, but your work has made a tangible difference in countless lives. For that, we couldn't be more proud.

As we look ahead to the new year, we're energized by the opportunities for growth and improvement that lie before us. Together, we will continue to refine our processes, embrace innovative solutions, and support one another in delivering the exceptional service our clients have come to expect.

Thank you for all that you do to make MD Claims Group a leader in our industry. Here's to a new year filled with progress, collaboration, and success. Together, we'll achieve great things.

Best Regards,
Your MD Claims Group Management Team



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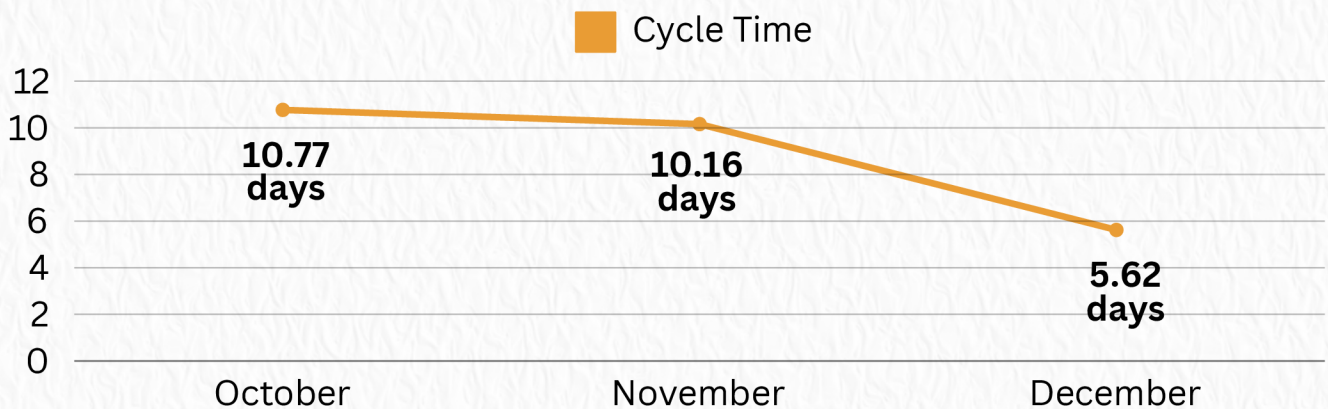
CYCLE TIME REPORTS

QUARTER 4 OVERALL AVERAGES

Total Cycle Time	Received to Contacted	Received to Inspected	Inspected to Returned
8.85 days	1.6 days	5.26 days	3.36 days

Take a look at your cycle time dashboard in XactAnalysis and see where your stats fall compared to our averages. If you would like to discuss, please feel free to reach out to a member of our management team.

MONTHLY AVERAGE CYCLE TIME: QUARTER 4



Above shows our monthly cycle time average for the second quarter of 2024. Even given the uptick in claim volume, our cycle times continue to reduce and move closer to our goals.

AVERAGE CYCLE TIME EXPECTATIONS

Total Cycle Time Days	Received to Contacted	Received to Inspected	Inspected to Returned
< 6 days	< 24 hours	< 72 hours	< 24 hours from inspection

In order to continue to exceed the guidelines of our client partners, we have established the above timeline expectations. While these are the established goals, we fully understand that there can be delays that are out of your control. If that is the case, the file must be appropriately documented noting the reason for delay.



Spotlight on CATASTROPHE RESPONSE

HURRICANE HELENE

LANDFALL - 09.26.24

RESPONSE METRICS

Total Cycle Time	Received to Contacted	Received to Inspected	Inspected to Returned
8.85 days	1.74 days	7.14 days	6.87 days

HURRICANE MILTON

LANDFALL - 10.09.24

RESPONSE METRICS

Total Cycle Time	Received to Contacted	Received to Inspected	Inspected to Returned
10.23 days	1.38 days	7.34 days	3.23 days

★ KUDOS!

Thank you to the below adjusters who went above & beyond in the 2024 Catastrophe Season to serve our clients.

Charles Adams - Seth Dickinson - Ryan McSheehy - Jessie D'Anna
Tyler Benston - Ryan Laabs - Michael Gunter - Cassandra Carlson
Reid Westphal - Hunter Yeates - Rocky Gerace - Gregory Crisp
John Manno - Monica Scott - Glenn Palome - Dale Catalanotto





IMPORTANT REMINDERS

CLAIM HANDLING

- Update your Xactimate price list to January 2025.
- Files should not be marked as 'Customer Contacted' in XactAnalysis until voice-to-voice contact is made.
- Contact should be attempted 3 days in a row and the file noted. Unable to make contact? Reach out to the agent for assistance and advise the claim's reviewer so that he or she can recommend a contact letter to the carrier.
- Document ALL damaged AND non-damaged rooms and elevations.

WINGSPAN

- If you have not already done so, please make sure all relevant documents have been reviewed and signed in Wingspan.

LICENSING

- January, February, and March birthdays - make sure to renew all licenses which expire on your birthday.

NEED TO UPDATE YOUR ADJUSTER PROFILE?

- All address changes, license and certifications updates, and current claims territory updates should be emailed to Info@MDClaimsGroup.com

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