



# QUARTERLY CLAIMS SUMMARY

QUARTER 2: 2024

## IN THIS ISSUE:

1. A NOTE FROM OUR TEAM
2. QUARTERLY CYCLE TIME REPORT
3. STORM SEASON PREPAREDNESS TIPS
4. IMPORTANT REMINDERS

## *A Note from Our Team*

*As we wrap up the second quarter of this year, we want to take a moment to reflect and celebrate the outstanding performance across our operations.*

*This quarter, we witnessed a series of impactful weather events across the country. The Midwest was hit by severe tornadoes; in the Southeast, we had windstorms and heavy rainfall, while the West experienced a notable hail season. Each of these caused widespread damage in several states. Despite these events, your swift and efficient response ensured our clients received the support they needed during these critical times.*

*Last quarter, we placed a focus on returning reports more timely after inspection. I am pleased to report that our collective efforts have resulted in a reduction from 3.01 days in the first quarter to 2.73 days in the second quarter. Let's continue to focus on this as we move closer to our goal of 24 hours from inspection.*

*Moreover, our Quality Assurance (QA) scores have seen a remarkable improvement this quarter. Your dedication to thorough inspections and precise documentation has not gone unnoticed, and it is reflected in the enhanced satisfaction of our clients and the trust they place in our services.*

*Thank you for your hard work and resilience. Together, we continue to set high standards and deliver exceptional service. Let's keep up the great work as we move into the next quarter.*

*Best Regards,  
Your MD Claims Group Claims Management Team*

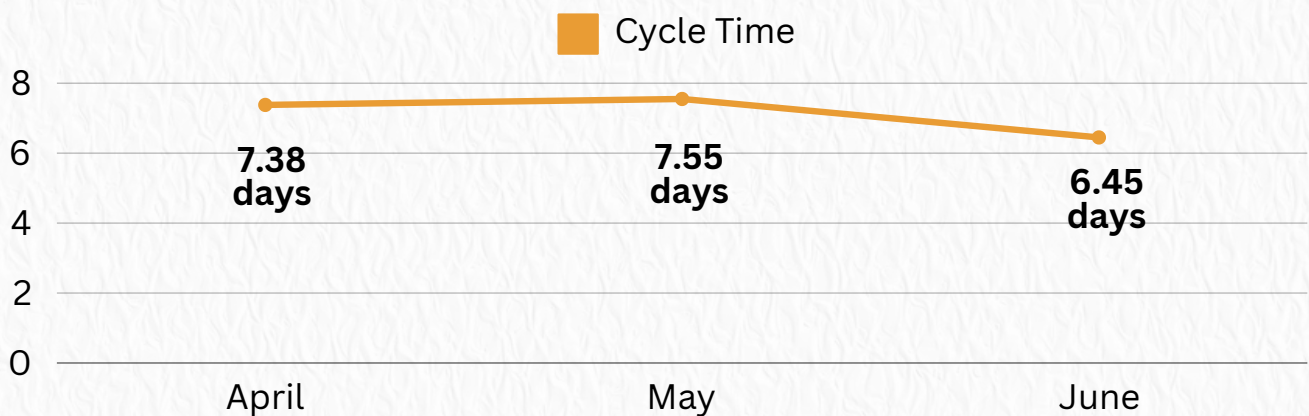
# CYCLE TIME REPORTS

## QUARTER 2 OVERALL AVERAGES

Total Cycle Time Days	Received to Contacted	Contacted to Inspected	Inspected to Returned
7.13 days	.91 days	3.82 days	2.73 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 2



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	Contacted 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.

# 4 TIPS TO PREPARE FOR storm season

## 1. Ensure Licenses are Valid and Up-to-Date:

- Verify that all your professional licenses are current and valid.
  - **Note:** Florida adjusters must also e-appoint their licenses

## 2. Stay Informed about State Regulations

- Regularly check for updates on state-specific regulations and requirements that may impact your claim handling processes.
- Attend relevant training sessions or workshops to stay current with any changes in laws or industry standards.

## 3. Maintain Equipment and Supplies:

- Regularly inspect and maintain your equipment, such as cameras, measuring tools, and mobile devices, to ensure they are in optimal working condition.
- Stock up on necessary supplies including backup batteries, chargers, claim forms, inspection checklists, and protective gear.
- Keep a well-prepared emergency kit with essentials such as water, non-perishable food, first aid supplies, and personal medications.

## 4. Stay Informed and Communicate Effectively:

- Keep up-to-date with the latest weather forecasts and hurricane alerts for your region.





# IMPORTANT REMINDERS

## CLAIM HANDLING

- Files should not be marked as 'Customer Contacted' in XactAnalysis until voice-to-voice contact is made.
- Update your Xactimate price list to July 2024.
- 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.

## 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](mailto:Info@MDClaimsGroup.com)



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