



QUARTERLY CLAIMS UPDATE

VOLUME 1:2024

We're thrilled to share that we've had a remarkable start to the year at MD Claims Group. With claims spanning across 30 states and counting, our efforts have been nothing short of exceptional. We've navigated flooding in the Northeast and California, handled numerous ISO Cat events in North Carolina, winter storms in the Southeast, and hail in the Midwest and Texas. Through it all, we have improved cycle times and continue to exceed the expectations of our carrier partners. Your unwavering dedication to our clients and their insureds is commendable, and we are sincerely grateful for your hard work. Here's to continued success and even greater achievements ahead.

MONTHLY AVERAGE CYCLE TIME DAYS: QUARTER 1



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

OVERALL AVERAGE CYCLE TIME DAYS: QUARTER 1

Total Cycle Time Days	Received to Contacted	Contacted to Inspected	Inspected to Returned
11.7 days	.75 days	3.64 days	3.01 days

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

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 expectations of our client partners, we have established the above timeline expectations for cycle time. 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 the delay.

Comparing our actual averages to our expectations, we are very pleased that you all are working to make contact well before the 24 hours expectation! We would like to see the inspections scheduled a little sooner where possible and we definitely need improvement returning reports more timely after inspection - this will be our focus for improvement in the second quarter.

★ IMPORTANT REMINDERS:

- Files should not be marked as 'Customer Contacted' until voice to voice contact is made.
- Files should not be marked as 'Inspected' until inspection is completed.
- Update your price lists at the beginning of each month to avoid unnecessary revisions.
- Contact should be attempted three days in a row and file noted. Unable to make contact? Advise the Reviewer on the third day to reach out to the carrier.
- Document ALL damage AND non-damaged rooms and elevations.



NEED TO UPDATE YOUR ADJUSTER PROFILE?

All address changes, license and certification updates, current claims radius, etc. should be emailed to Info@MDClaimsGroup.com.

? HAVE A QUESTION?

Feel free to reach out to our management team below for assistance.

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