

About edjuster

edjuster is North America's leading contents valuation company, offering insurers and their policyholders the assurance of fast, fair, dispute-free claim settlements.

edjuster's software and services business model offers a suite of customizable solutions to meet the specific needs of its insurer clients across all types and sizes of contents claims, from outsourcing support services to the licensing of its exclaim contents valuation platform.

DELIVERING 100%
QUALITY, CONSISTENT,
CONTENTS SERVICES



edjuster's non-partisan services approach combined with its proven claims handling methodologies is designed to enhance the image and reputation of its insurer clients on each and every claim assigned. edjuster delivers high-quality customer service to ensure that policyholders remain satisfied and loyal.



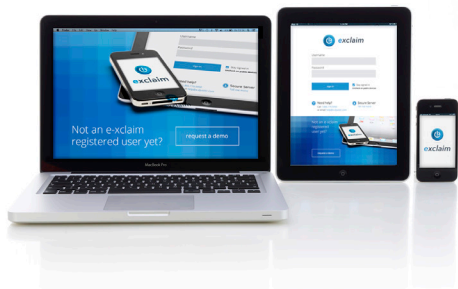
For more information about edjuster's contents claims handling solutions, please contact us at 1 (866) 779-5950 or www.edjuster.com

edjuster
BY CRAWFORD & COMPANY



THE EXCLAIM PLATFORM

improves content claims performance



exclaim is North America's leading contents management platform, offering an easy to use, full featured contents valuation and claims management solution for adjusters. Delivered from the cloud as a Software-as-a-Service (SaaS), the system is designed to handle both high severity complex claims and high-volume, small claims – such as break and enter, theft losses.

exclaim provides measurable improvements in content claims handling performance, allowing for significant gains in efficiency, greater LKQ pricing accuracy, increased productivity (faster cycle times) with more claims processed in less time with higher claim settlement closure rates and overall better indemnity performance.

Compared to other competing products, edjuster's exclaim valuation platform has clearly separated itself in that it provides:



Multi-tiered performance management system



Comprehensive claims and management reporting option



Leading search engine capability



Easy to use receipt expenditure and reconciliation capability



Current product database with structured data and an extensive LKQ database

Product Features

- Contents management platform
- Cloud SaaS solution
- Secure, scalable and reliable
- Structured vendor data
- Comprehensive reporting to streamline settlements
- Supports all aspects of the claim process with comprehensive workflows
- Mobile inventory application
- Integration with leading claim management systems
- Partial or full claim settlement with Amazon gift cards

Benefits

- Fast, Fair and Dispute-free claims
- Improved processing and quality, shorter cycle time turnover, client branding opportunities, and high-levels of customer service
- Content claim services benefitting insurers and policyholders
- Database accuracy proven to improve LKQ pricing by 9%
- Auto-pricing of content items to reduce research time by 20%
- Ease of use and the ability for adjusters to produce necessary, accurate and reliable information to achieve fair and accurate claim settlements
- Lower the cost of claims processing while providing increased insured satisfaction

Full Featured Contents Valuation and Claims Management Solution

General Features

- Incorporate insurers brand logo and names in reports
- Multiple brand support – allow same users to manage claims for different brands. Brand logo and insurer names incorporated
- Collaboration – allow multiple users to simultaneously work on a claim
- Direct quoting capability with replacement services vendors
 - Provides users with the ability to manage the valuation and claims settlement process
 - Greater accuracy and reliability allows users to gain increased capability to close claims faster, delivering higher customer satisfaction
- Document management – securely keep all records, photos, receipts and reports associated with the claim in one place.

Reporting

- Comprehensive reports for adjusters and insureds for efficient and accurate settlement
- Multiple report formats available; PDF, XLS, RTF, HTML
- Management reports – tracking of replacement costs, claims settlement/payout values, vendor usage and average paid claim values by peril – the information and opportunity for insurers to better understand this aspect of their claims
 - Organizational hierarchy
 - Full menu option available by date, insurer, peril, field or in-house claims, department, adjuster
 - Ability to track claims reps or adjuster work-log activity with supporting reports
- Claim content reports
 - Detailed reports by item class, reference number, room, suppliers
 - Summary reports by item class, room, suppliers
 - Replacement report by item class, room, summary, reconciliation and receipts
 - Insured, adjuster or vendor-oriented.

Structured Data

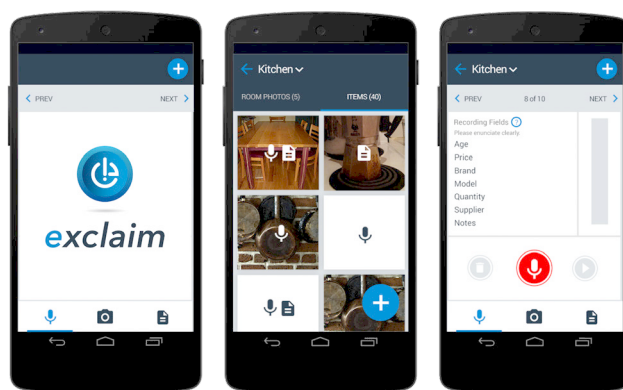
- Increases search performance and accuracy of results
- Integration with hundreds of retail partners with millions of current and historical items to ensure accurate and reliable LKQ matches
- Established vendor relationships with continual updating of product data
- Photos included to assist Content Evaluators compare original and replacement items
- Structured data and leading search engine capability which consistently achieves product search hit rates of 80% without ever having to leave the system.

Content List Creation

- Easy to import content items – Microsoft™ Excel import, quick entry and individual
- Field inventory with exclaim Mobile application
 - Saves transcription time through the use of speech recognition technology
- Auto-complete brand, model, supplier information to increase speed and accuracy.

Claims Management

- Easily locate claims using advanced search and filter capabilities
- Comprehensive workflows
- Up-to-date tax rates through tax service subscription
- Automatic calculations for ACV, RCV and depreciation
- Customizable depreciation rates at the insurer level, claim level and content item
- Allow for condition of an item in depreciation calculations
- Indemnity Payment tracking
- Capture and enforce policy limits – claim, class, class and type on categories or individual items.



System Specifications: Android – Version 4.2 and higher. Camera and microphone

SYSTEM SPECIFICATIONS

Supported Operating Systems

Windows 10
Windows 8 Desktop
Windows 7 (32-bit & 64-bit)
Windows Vista SP2 32-bit

Minimum Computer Requirements

Processor: A single core processor at 1.5GHz or faster
Memory: 2 GB of RAM
Resolution: Minimum 1024 x 768 or higher
Browser: Internet Explorer 10 or greater
Google Chrome; with JavaScript enabled

Internet: Broadband Internet access (768 kbps average download speed) is recommended

“exclaim continues to get better even though it is already proven to be a great program. It offers me quick service with easy access to claim files and reports. On the part of edjuster’s claim specialists, the regular follow up on claims and the progress update information provided is very important and beneficial to me. I could not be more satisfied with the use of their software and services. I really enjoy working with edjuster.”

Pricing

- Pricing workflow management
- Automatic item classification for consistent and accurate depreciation calculations
- Automatically price items (20% time improvement)
- Side-by-side management of original and replacement items
- Bulk actions to expediently handle large numbers of content items
- Simplified consolidation with bundling ability of content items to reduce the amount of items throughout the adjusting process
- Request for quote directly from claim page without having to leave the contents portal.

Recoverable Depreciation

- Track expenses with batch receipt handling
- Capture multiple receipts for each individual item. Track and enforce recoverable depreciation rules
- Enable multiple calculation options with built in tax preferences by jurisdiction
- Provide automated calculations based on ACV advances and recoverable depreciation. Reduce errors and overpayment with automatic alerts
- Enable ability to use online spreadsheets with real-time balance-owing calculations.



Nathalie Houle
Field Adjuster, Aviva Canada

Settlement Options

- Create gift cards directly from exclaim for full or partial claims settle for products found on Amazon.ca™ or Amazon.com™
- Increase customer satisfaction and reduce claim times.

