

Transforming the Member Claims Experience

OVERVIEW

In 2024, a leading UK membership-based insurance provider transferred its claims handling to Crawford TPA. **Within months the client saw record service levels, stronger satisfaction scores and a dramatic reduction in complaints.** This outcome demonstrates the measurable impact that expert claims management can deliver.

THE CHALLENGE

Before partnering with Crawford TPA, the organisation faced:

- Complaint rates nearing 4% in 2023
- Inconsistent claims handling and slow response times
- Limited transparency that left members uncertain about claim progress

They required a scalable, customer-first solution to restore confidence and improve efficiency.



OUR SOLUTION

Crawford TPA ensured a smooth transition of over 500 existing claims, successfully onboarding staff and embedding new processes supported by technology and operational oversight.

- Claims Manager platform deployed to log claims within one working day (98% achieved)
- Urgent correspondence resolved in less than one day on average
- 100% of payment approvals made within two working days
- Call abandonment rates reduced to just 1%
- Dedicated operations management to sustain service excellence

RESULTS

The improvements were immediate and measurable, with both performance metrics and member feedback showing clear impact:

- Complaint rate reduced to 1% year-to-date 2025 (down from nearly 4% the prior year)
- 95 NPS, up from 85 the year before
- 9.6 / 10 average rating for claims handling in 2025
- 42% survey response rate, reflecting stronger engagement

WHY CRAWFORD

Crawford TPA combines expertise, operational discipline and digital tools to deliver claims services that are both efficient and empathetic. For insurers and membership organization's, this proven model safeguards reputation, builds loyalty, and delivers measurable results.



MEMBER FEEDBACK



Claim approved very quickly...
totally satisfied with the
service and outcome.”



Easy, friendly service that
puts the customer first.
A great service.”