

A photograph of a call center environment. In the foreground, a woman with dark curly hair, wearing a headset and a light-colored blazer, is looking towards the left. Behind her, a woman with short blonde hair and glasses, also in a blazer, is gesturing with her hand as if explaining something. In the background, other call center agents are visible, some wearing headsets. The office has large windows with a view of a city skyline.

Third Party Administration – Germany

Effective solutions to save you
time and money



Your gateway to the world. Personalised care. Industry- leading technology.

Crawford offers customers around the world personalised and comprehensive claims management solutions. By investing in industry-leading technology, we are able to provide a claims solution for any loss, anytime, anywhere.

As a Third Party Administrator (TPA) we take over the claims handling for our clients and offer an end-to-end solution.



The right care for claimants. The right processes for you.

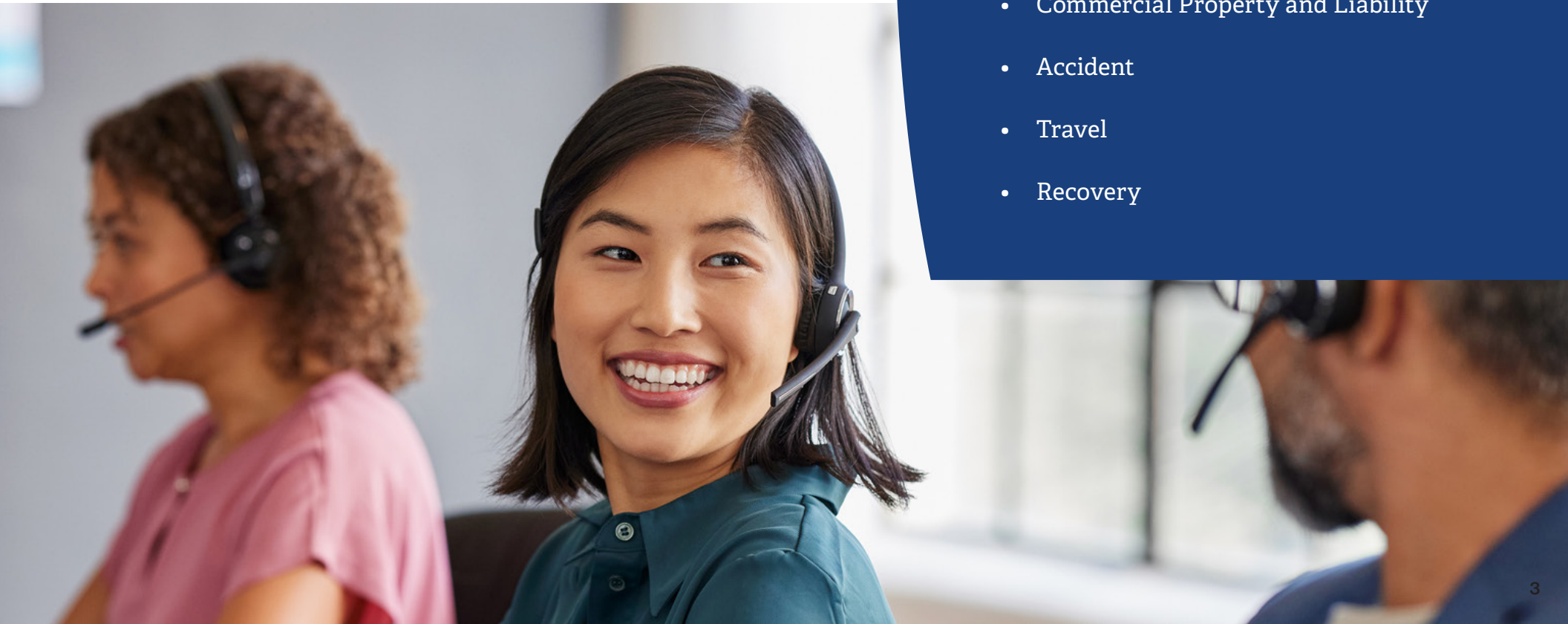
Our team of experts, comprising insurance brokers, fully qualified lawyers, business economists, social insurance brokers and technically trained specialists, competently handles claims from reporting to settlement. Customer-oriented communication and transparent processes are the focus of our activities.

With offices throughout Germany and at more than 700 locations around the globe, we place you at the centre of our activities.

Our Areas of Expertise

We handle local and international claims programs for insurers, captives and corporations.

- Motor (First Party and Third Party Liability)
- Bodily Injury
- Private Property and Liability
- Commercial Property and Liability
- Accident
- Travel
- Recovery



Highlights

Team of Experts

Claims handling by our team of internationally qualified experts: We distinguish ourselves by our multilingual and intercultural competence.

Web-based Claims System (Claims Manager)

Standardised in all countries, real-time access to claims data and processing information, adaptable to client requirements.

Centralised Management of Finances

Transparency and cost control across Europe.

Authorisation according to Legal Services Act (RDG)

Registered at the OLG Düsseldorf (Higher Regional Court Düsseldorf) for the assertion of third-party interests in the event of a recourse claim.

Your Benefits

- International technical expertise
- Transparent cost control
- Individual claims handling
- Quality control
- Loss mitigation through negotiation skills
- Dedicated contacts
- Tailored IT solutions
- Local and international network



The heart of our business is simplifying yours.



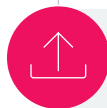
1. Automated claim reporting via API

Retrieval from the client claims system and direct transfer to our claims system.



2. Automated forwarding of a generated claim number to the Insured/Insurer/Claimant

Personalised feedback and query of required claim documents.



3. The Insured/Insurer/Claimant has the option of uploading all claim documents via an internet link to our digital platform



4. Claim documents are automatically added to the claim file after uploading

The claim handler receives a new task for processing.



5. All claim documents are checked by the claim handler and a settlement is initiated



6. The settlement is handled by the system

A notification of completion is sent to the Insured/Insurer/Claimant either in digital or analogue form simultaneously.

24 hours

FNOL ASSIGNMENT

24 hours

RESERVE SETTING

3 days

EXPERT ASSIGNMENT

5 days

CLAIM REVIEW

5 days

INDEMNIFICATION

24 hours

CLIENT NOTIFICATION

24 hours

COMPLAINT HANDLING

Quality Control

System-controlled follow-ups, payment double-checking, management reporting, service level evaluations and internal audits.

- System-controlled follow-ups and notifications to ensure proactive claims handling.
- Payment logging and payment releases within the payment authorities following the double-checking principle.
- Tailor-made Management Information and analysis on reserve changes, claim amounts, pay-outs, etc.
- Evaluations of agreed Service Levels.
- Internal claims audits by team and department heads (system-controlled random generator filters 5% of claims closed in the last quarter).



Audit Services

Claim Audits and Run-Off Reviews supporting due diligence and portfolio acquisitions.

Claim Audits

With our expertise in insurance law and technical know-how, we support our clients in claims audits, both internal reviews and audits of service providers.

Run-Off Reviews

We also provide support for risk analyses within the scope of due diligence audits for acquisitions of run-off portfolios.



For more information, speak with your sales representative or visit our [website](#).



Marvin Meiner

Head of Crawford TPA, Germany

T: +49 162 2861622

E: marvin.meiner@crawlco.de

crawlco.com/en-de/

Crawford & Company (Deutschland) GmbH

Am Seestern 18

40547

Duesseldorf

About Crawford & Company®

Deutschland GmbH is a wholly-owned subsidiary of Crawford & Company Atlanta. As the world's leading claims service provider, we offer our services to insurance companies, industrial enterprises, insurance brokers and the real estate industry alike. Our services include expert reports, loss adjusting, claims management, claims audits, recovery and claims consulting.

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.

10K employees | **50K** field resources | **70** countries | **\$18B** claims managed annually

Crawford®

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