



OVERVIEW

# Managed repairs service

## Keep customers happy with streamlined repair programs

Insurers are having to deliver higher levels of customer service than ever before. Insureds expect support throughout the whole claims process, including frequent communication and a fast and fair settlement.

Our managed repairs service strengthens insurers' customer service proposition by fulfilling their brand promises to customers on property claims. Covering all types of property loss, the program offers speed and convenience for insureds, and reduced costs for carriers.

## How it works

- When a claim is notified, a qualified contractor is assigned based on the type of repairs needed
- Our national network of restoration contractors includes over 2,000 resources across the U.S. covering all phases of restoration, including emergency water mitigation, board up, trapping, contents, structural repairs, roofing, and flooring
- All contractors are vetted for quality and service and provide a three-year warranty
- Normally, the same contractor can carry out both emergency services and structural repairs
- The contractor inspects the loss and provides an estimate to the insurer. Once the estimate is approved, the work can begin

- Licensed adjusters complete quality assurance reviews on all estimate to ensure that we meet the estimating guidelines of each insurer
- All contractors use our inspection app and online claims portal to reduce cycle times and provide 100% visibility into claim status and performance

## It's a win-win for customers and insurers

### Sharpen loss accuracy

5%+ loss accuracy improvement through quality reviews of all claims



### Boost customer satisfaction

Through a single point of contact, proactive communications and shorter repair timelines

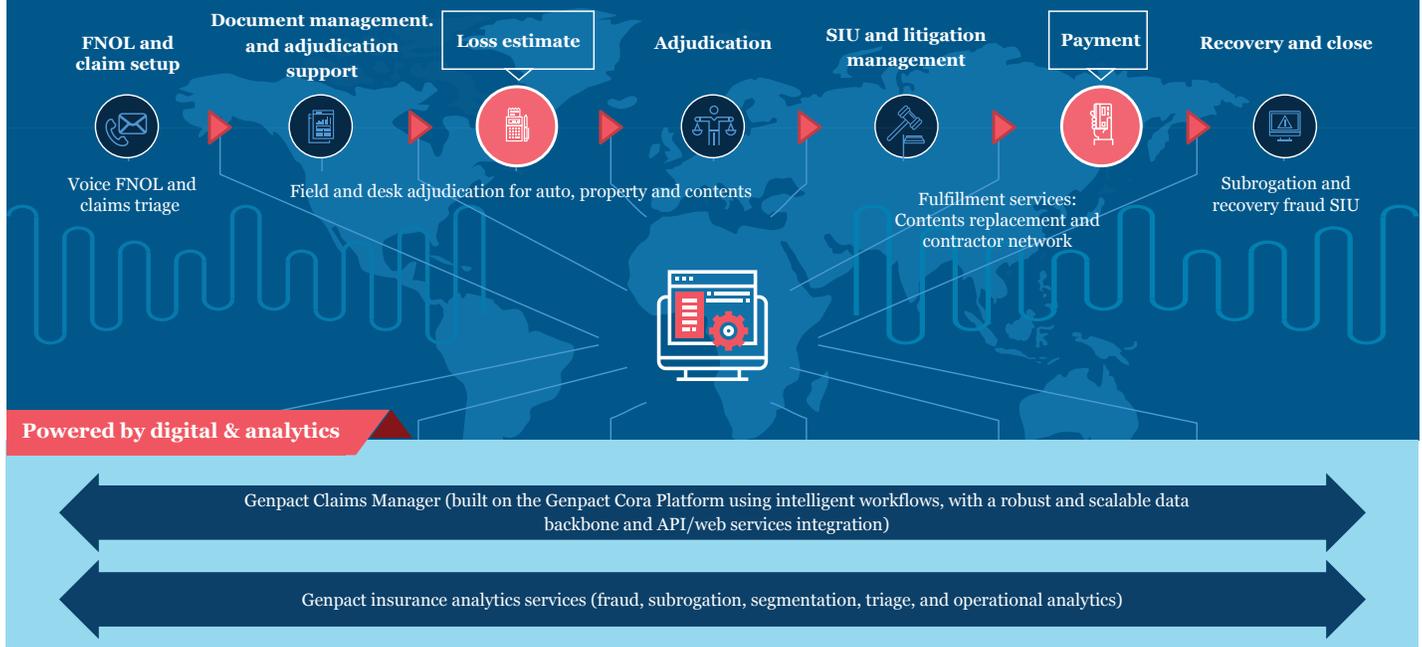
### Shrink loss adjusting expense

10% + reduction in LAE by reducing loss adjuster inspections and related expenses, plus capacity creation for carrier's field adjusters



Through our partnership with the Home Depot, we provide a single trade flooring program for all flooring types. We also perform residential, commercial, insurance and real estate owned type repairs through Home Depot renovation services. The material supply program gives the insured an option to select materials at their local Home Depot.

Our end to end smart claims approach consists of modular offerings built on our Genpact Cora platform



## Genpact and claims

Ever-increasing auto and natural catastrophe claims. Rising customer service demands. Aging legacy systems. These are just some of the challenges facing insurers that digital technologies like automation, AI, and analytics can help tackle. Our digital tools optimize the balance between customer satisfaction, accurate loss assessment, and loss adjusting expenses. These tools also span the claims journey,

handling everything from fast-track claims processing to fraud and subrogation analytics. You can start with the module that addresses your biggest challenge and add from there. Or we can run your entire claims operation.

Global insurers and reinsurers, surplus lines insurers, a European insurer, even a top-10 Fortune company - we've transformed claims for them all over the past 15 years. We combine the digital understanding of an insurtech with claims expertise and business process know-how. Let's put this to work for you.

### About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes for hundreds of Global Fortune 500 companies. From New York to New Delhi and more than 20 countries in between, Genpact has the end-to-end expertise to connect every dot, reimagine every process, and reinvent companies' ways of working. Transformation happens here, at Genpact.com.

For additional information contact, [insurance.solutions@genpact.com](mailto:insurance.solutions@genpact.com) and visit, <http://www.genpact.com/industries/insurance>

Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

**Transformation  
Happens Here**

