

Building Tools and Processes for Simpler and Faster Claims Recovery



PRS has created our own process for managing claims for its clients. We also develop our own tools to support our process, which are all created to maximize the amount of money recovered. This paper will highlight key aspects of this process and the impact on the client.

### **Process Initiation**

#### **Contract**

Our service does require a contract since PRS will be subrogating on your behalf. This contract gives us the authority to file and negotiate claims to recover funds owed to you. Typical contract is 3 years with two 12 month renewals. A three (3) year initial terms gives us time to review all accidents with the statute of limitations.



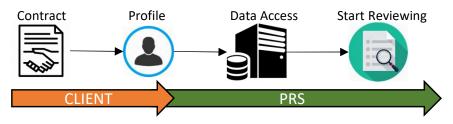
#### Client Profile

We develop a profile that identifies the street and highways that are maintained by the county and state. We also identify all utilities and assets you own. This is initiated through our standard form.



### That's it....you're done!

Our process begins very quickly and, within two (2) months, we are normally sending recoveries to you. The initiation process is shown below.



### The Process

### **Data Access**



PRS works directly with state agencies (such as DOT, DMV, DoHS) to obtain access to your traffic accident reports. Where this access is not possible, PRS will work directly with your Police Department. By using these sources, PRS does not need to interact with you to obtain this data. This allows PRS to work independently in identifying potential damages to your property.

## **Report Reviewing**



Once PRS has access to the database, reports will be reviewed starting with the oldest accidents within the statute of limitations to ensure they are filed before they expire. PRS reviews 100% of the accidents to identify all potential damages to client property. Once a potential damage is identified, data is entered into PRS' system, where it is tracked until closure.

## **Claims Filing**



PRS investigates and assesses damages for accidents loaded in our system. Upon completion of the assessment, invoices are created and submitted to the appropriate insurance company or driver. Invoices are accompanied by a cover letter identifying PRS as the subrogee.

## Claims Recovery



PRS works closely with the insurance companies and responsible drivers to negotiate and resolve all claims. All payments are submitted to PRS for tracking and closure.

### PRS' Fee



PRS' fee is contingent and is only retained from paid claims. PRS does not charge the client for reviewing reports that do not become claims and claims that are closed without payment. PRS' fee is held out of each paid claim prior to any payment made to the client. The fee is a fixed percentage for the initial term of the contract

### Report & Payment

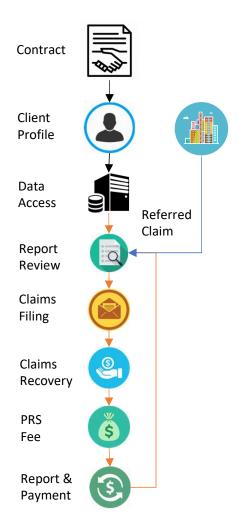


PRS provides a monthly report, illustrating all worked performed in the reporting period, including new claims, submitted claims, paid claims and closed claims. This report is provided in the 1<sup>st</sup> week of the month. Payment in a single check will follow by 2 weeks.



### **Process Flowchart**

The following chart shows the flow of the process. The orange arrows show the work performed by PRS.





#### **Q** How does PRS assess the damages?

A Through a review of the accident report and numerous sources, including news, websites and local services (e.g. wrecker, body shops)

#### **Q** How does PRS determine the client's assets?

A During process initiation, PRS profiles the client by identifying their assets (e.g. utilities) and roads maintained within their jurisdiction.

#### **Q** How does PRS determine cost of the repairs?

A PRS uses standard costs from authorities (e.g. DOT, FEMA) and PRS' database of previously paid claims. PRS' claims are audited every year by insurance companies.

## **Q** Does PRS need to be aware of any claims filed by the client previously?

A No. PRS' process will file all claims found. If a claim has been previously paid, the insurance company will notify PRS.

#### **Q** Are there any fees the client must pay?

A No. The client never pays PRS for any portion of the service.

#### **Q** Can the client refer claims to PRS?

A Yes. The client can refer claims to PRS, including fleet and contractor damages.

#### **Q** What activities does PRS perform?

A PRS provides a well defined statement of work to illustrate tasks performed.

#### **Q** How long does PRS pursue a claim?

A Claims are closed after 12 months without payment or promise of payment.

### **Q** How does PRS manage the contract?

A PRS utilizes its own stage-gate process to manage the contract from beginning to end. A single project manager serves as the single point of contact for the client. The project manager constantly tracks the performance of the claims process and presents results to management as outlined in stage gate schedule.

#### **Q** How are recoveries sent to the client?

A PRS sends a single check to the client monthly. The monthly report is used to reconcile the payment. The report is emailed at the beginning of the month and the payment follows mid-month.

#### **Q** What else can PRS support?

A PRS can also support 1<sup>st</sup> responder claims. See graphic below. Ask us for our *Integrum Reporting* flyer.



# **RECOVERY RESULTS**



MISSION STATEMENT: PRS seeks to create a free monthly revenue stream for its clients.

### **BRIEF HISTORY**

PRS started in 2015 and is headquartered near Atlanta, GA. PRS was created by insurance professionals and engineers in an effort to develop a monthly revenue stream for cities and counties that is cost-free and effort-free. PRS is currently serving clients in Alabama, Georgia, North Carolina, South Carolina, Tennessee and Indiana.



The major benefits to this service include:

- No payment to PRS
- No use of your data
- No use of your personnel or other resources
- Monthly reporting
- Monthly payment sent directly to you
- 100% review of all traffic accident reports
- Review of all statute of limitations accidents

### **Sample Recoveries**

Columbus (GA)	\$603,887	Winston-Salem (NC)	\$1,349,755
Marietta (GA)	\$393,719	Atlanta (GA)	\$3,102,010
Newnan (GA)	\$258,475	Chatham County (GA)	\$172,347
Montgomery (AL)	\$547,508	Calhoun (GA)	\$193,933
Valdosta (GA)	\$220,585	Macon Bibb (GA)	\$473,477
Albany (GA)	\$1,030,607	Savannah (GA)	\$642,588
Griffin (GA)	\$155,099	Gainesville (GA)	\$111,245
Memphis (TN)	\$465,215	Cary (NC)	\$508,017
Woodstock (GA)	\$92,551	Rock Hill (SC)	\$634,578
Valdosta (GA) Albany (GA) Griffin (GA) Memphis (TN)	\$220,585 \$1,030,607 \$155,099 \$465,215	Calhoun (GA)  Macon Bibb (GA)  Savannah (GA)  Gainesville (GA)  Cary (NC)	\$473,477 \$642,588 \$111,245 \$508,017



### **FACTORS**

Three key factors of funds:

- Asset Allocation
- Uninsured

impact the recovery

- Hit-and-runs

### **BARRIERS**

Cities face three barriers to high recoveries:

- No visibility
- Too few resources
- Limited support

### **STATS**

**Startup Costs:** 

\$0

**Cancellation Costs:** 

\$0

Avg Time to 1st Payment:

2 months

Avg Claim Value:

\$2450

Avg Days to Recovery:

32

Avg Increase in **Quantity of Claims** Filed:

18.5X

Avg Percentage Recovered of Invoiced Amount:

98.83%

### What to Expect

Accidents Per Year	Avg Monthly Recovery	
Up to 2000	\$	3,041.70
2000 to 5000	\$	3,703.64
5000 to 7500	\$	6,726.52
7500 to 10000	\$	7,933.16
> 10000	\$	26,977.51