

ARBITRATIONS THAT PAY

Win more arbs to put cash back into your business fast



A top 10 P&C Auto Insurance carrier was experiencing a backlog of arbitrations, but they were hesitant to outsource the work from their internal team. When they decided to give it a try, Afni proved they made the right decision in bringing their work to the experts. They got expert results.

The Opportunity

At Afni, we spend a lot of time talking to insurance industry leaders about the challenges they're facing and how we can help. One of the common topics of conversation is effectively managing arbitration demands.

A top 10 P&C Auto Insurance carrier was interested in not only having an outside partner provide assistance when they experienced backlogs, but also in determining if a partner could exceed the results of their internal operation. The carrier was specifically interested in testing how a partner would perform in a specific geography where they were hoping to increase arbitration results. Afni suggested a solution where Afni would handle a small set of arbitrations for this one geography so they could analyze our performance against their internal center in that geography. We worked on a joint proof of concept that met the needs of this test and agreed that the partner would be given an apples-to-apples comparison of files to work. It was agreed that after decisions were received back on the test file of arbitrations, that the companies would meet to compare results and discuss next steps.



The Solution

Through Arbitration Forums E-Subro Hub, the carrier assigned us a small sample size of applicant arbitrations. Our arbitration authors, who average 20 years of claims experience with most of those years writing arbitrations, took action immediately. As licensed adjusters, they knew the importance of thorough examination and the nuances of collecting from another carrier.

After reviewing the file notes and requesting documentation where necessary, our authors wrote the contentions with a focus on the theory of liability and state statutes regarding the loss. They filed each arbitration, including uploading all pertinent supporting documentation. Each arbitration decision, especially the losses, was evaluated by the author and arbitration support team in an effort to improve future contentions. At the end of the proof of concept, we generated reporting using a combination of Afni-specific data along with data we mined directly from arbitration forums.



Real Results

Surpassing the expected results during the proof of concept, Afni won an award on 79% of the files, which proved this was a very successful test. Of the winning files, 68% did not have any funds paid prior to the arbitration being filed, and Afni collected at an 78% liquidation rate.

Afni did not receive an award on three files; two were accidents where the insured was at fault and one was an affirmative defense where the other insurance carrier (OIC) was out of jurisdiction.

Significantly, Afni's 79% win rate outperformed the internal team's 61% average win rate. These wins equated to money earned directly back on the bottom line of each claim and back into the business. Afni earned the opportunity to partner with the carrier on future subrogation solutions.

Channel: Offline
Solution: Arbitration
Industry: Insurance
Location: Bloomington, IL



About Afni

Afni provides customer engagement solutions at each step in the customer journey. Our performance, consultative approach, and industry expertise have earned the trust and partnership of many of the world's leading brands. We're a mid-sized BPO with the ability to scale to your needs, plus the flexibility to deliver real results quickly. Customer growth, care & retention, consumer collection, insurance subrogation, and more. Start a conversation with us to learn more.