

# COLLABORATION DRIVES RESULTS

Learn how Afni's customized solutions generated \$15 million in recoveries



In 2005, leaders from a Top 10 P&C insurance company met with Afni to discuss options for improving their insurance subrogation recoveries. Fifteen years and additional services later, the partnership is still going strong.

## The Opportunity

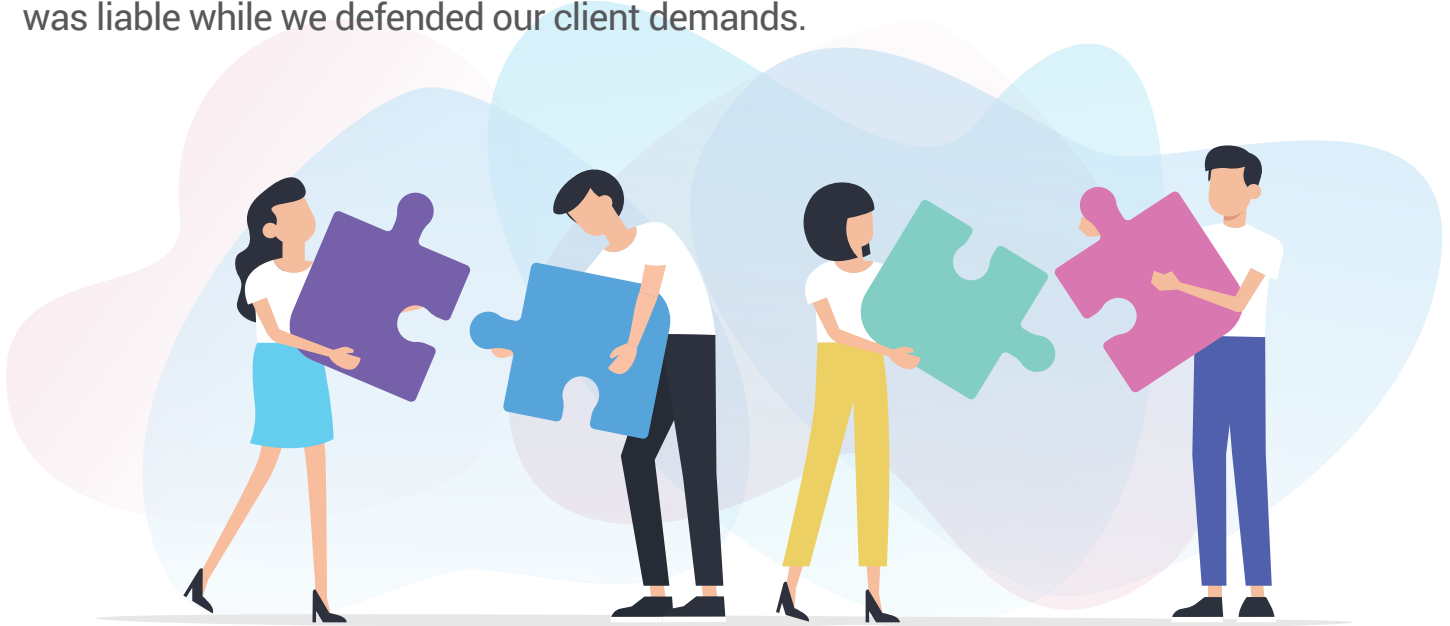
When a top 10 P&C insurance carrier wanted to determine if an external entity could exceed their internal arbitration results, they turned to a long-standing partner — someone they knew they could trust. Together, we developed a proof of concept to best fit their needs. The proof of concept focused on outsourcing of arbitration filings, the method of moving the arbitration files, and the metrics that would be used to define the success of the concept.



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## The Solution

In conjunction with our client, Afni implemented a pilot program that utilized Arbitration Forums E-Subro Hub to process a predetermined number of files. Our arbitration authors, who average 20 years of claims experience, leveraged Afni's proprietary subrogation claims management platform along with our team of material damage appraisers to author winning contentions. These contentions focused in on asserting why the adverse was liable while we defended our client demands.



## Real Results

We started with 500 arbitration files to determine the success of the proof of concept. The client was extremely pleased and began sending more and more files to Afni. Soon, our shared portfolio went from 500 arbitrations to 1,000 then 2,000. Now Afni handles more than 40 percent of the client's arbitration applications, and we're still growing.

"This success story is a perfect example of what can happen when customized solutions are created to specifically target a client's needs, goals, and objectives," says John O'Donnell, Afni's Vice President of Subrogation Operations. "By operating with complete transparency and focusing on our best-in-class process, Afni has helped this client recover \$15 million from 8,000 applicant arbitration cases since this program began in 2019. Those are results everyone can be proud of."

## 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 Business Process Outsourcing (BPO) with the ability to scale to your needs, plus the flexibility to deliver real results quickly. Customer growth, care and retention, consumer collection, insurance subrogation, and more. Start a conversation with us to learn more.