

# Communications Center



## CONTACT

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## ABOUT WARDLAW

Led by a management team formed of the industry's best field adjusters, Wardlaw's unique focus on training, technology, and quality has been providing insurance carriers with confident IA service since 1965.

## Keeping everyone connected simply expedites claims

Communication is the lifeblood of good business, and perhaps at no other time is it more vital--and complicated--than during a catastrophe. It's a key element of success or failure during a storm or other catastrophe. Peoples' lives are upended, their emotions run high and low, and they need someone to do more than process a claim—they need someone to turn to. Someone like Wardlaw.

Consider the Wardlaw Communications Center, our in-house call center, the calm eye of a storm. Our team of phone adjusters and customer service reps, 65 members at its strongest, can be scaled for any size emergency and can provide inbound and outbound call services (we processed tens of thousands of calls during the hurricane season of 2008.) They not only handle and process claims, but provide compassion when your customers need it most. In the midst of catastrophe people often have no idea how to navigate the claims process. We help them every step of the way.

You know what it's like. Few IAs have their own in-house call center, so undirected customers must call their carriers directly. The process is not only inefficient for the carrier, but leaves your customers feeling lost in the shuffle. At Wardlaw, we contact claimants by phone within 24 hours and provide information and an 800 number so they can call us to handle their service needs. It allows us to quickly solve problems and soothe callers when they need assurance the most.

As people call us with an issue, one of our phone representatives can then immediately email management or an individual adjuster about their specific case. Such responsiveness is a boon for customer service, and on top of that our call auditing process ensures that all calls are completed to the level of satisfaction Wardlaw—and you—require.

When all is said and done, it's the customer whose opinion matters most. It's not unusual for us to take a call with a heartfelt thank you at the other end, a customer who wanted us to know how much they appreciate that first contact call, or that our phone representative was so nice, caring, and helpful.

Communication: the key to successful catastrophe response. It gives peace of mind in tough times, for carriers and claimants alike, provided by open communication and proven customer service—that's the Wardlaw promise.

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