

Fast Track Adjusting



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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.

Save on labor, cycle time, and adjusting expenses

Wardlaw has been providing Fast Track Adjusting, our desktop adjusting services, to clients since 1997. We can ramp up our team for clients' urgent needs as quickly as the Fast Track name implies. By leveraging our in-house technology department and housing our Fast Track adjusters at our onsite call center, our management team is able to keep close watch on systems, workflows and training. As a result, insurance carriers that engage Wardlaw for Fast Track Adjusting realize labor, cycle time, and adjusting savings.

Our clients need not worry about losing track of the Fast Track claims they entrust to Wardlaw. Through Catapult, the Wardlaw Claims Management System we developed in-house, clients receive secure, web-based access to our claims systems. We enable real-time visibility into the status of a claim—any time of any day. It inspires confidence and quality. Moreover, our systems can send and receive most any data format, including HTML, Fax, and email. It helps keep our Fast Track Adjusting cycle times as low as two or three days.

Insurance carriers that engage us for Fast Track Adjusting realize labor, cycle time, and adjusting savings

Wardlaw also assures quality by other means. Our call center, like our adjusters, is located onsite in our state-of-the-art, 43,000 sq. feet Wardlaw Training Campus for optimal claims management. A crack management team, comprised of field-tested EGA-level adjusters with more than 300 years of combined experience, oversees the entire Fast Track Adjusting process system. The latest Inter-Tel/Mitel telemarketing technology enables them to listen in on calls and coach adjusters as needed. Not a single claim returns to an insurance carrier without one of these managers reviewing and approving it.

And if you require experienced adjusters to come to you, we can handle that request too. For more than 10 years Wardlaw has been sending teams of inside adjusters to work on location for our customers. Scaled to your needs, we'll send desk adjusters or file reviewers to work at your site, on your systems and performing whatever tasks you choose. It's as easy as that.

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