

LYONS COMPANIES

Founded in 1984, the Lyons Companies are recognized as Delaware's largest regional broker and selected as an Assurex Global Partner. As one of the Mid-Atlantic region's leading providers of innovative risk management and insurance solutions, the Lyons Companies offer individuals and companies comprehensive access to global insurance solutions and the customized, personal service of an independently owned, local firm.

The Lyons Companies Assurex Global Partners

With more than 20,000 professionals serving at 130 independently owned insurance brokers on six continents, Assurex Global generates annual premiums in excess of \$19 billion. Only one independent broker per market is invited to become an Assurex Global Partner—selected on the basis of market position, integrity, growth potential, quality and breadth of services. This global network of respected partners is a supportive web of insurance knowledge, advice and assistance.

LYONS
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www.lyonsinsurance.com



LYONS
COMPANIES

*Claims Management and
Loss Prevention*

WILMINGTON

RADNOR

REHOBOTH



Effective claims management and proactive loss prevention can significantly reduce your costs.

Claims Management

At the Lyons Companies, our team of claims professionals serves as your advocate during the claims process. We interact with carriers and third party administrators to protect your interests and ensure a timely resolution of your claims. And we communicate with you throughout the claims process to keep you fully informed as issues resolve. Our claims professionals have the experience, technical knowledge and proactive approach necessary to control claim expenses and minimize claim exposures. We will work with you to make sure policies and procedures are in place to minimize the cost of claims when they occur.



- * Claim reporting policy
- * Claim investigating and handling policy
- * Annual, bi-annual or quarterly claim reviews
- * Monthly claim status reports
- * Reserve reviews
- * Follow-up on subrogation recoveries
- * Advice to carriers on potential fraudulent claims
- * Development of your transitional duty policy for injured employees
- * Set-up of preferred provider panels
- * Run-off claims handling
- * Loss forecasting
- * Estimate future Experience Modification Rating (MOD)

Loss Prevention

Studies show that safe workplaces are more efficient and we see safety as a tool to improve your bottom line. We partner with our clients to develop innovative workplace safety strategies that are practical, customized and attentive to your needs. As members of your safety team, our loss prevention experts will work with you to identify, measure and control potential loss exposures and to create practical policies and procedures that work for your company.

- * Audit existing policies
- * Fleet Safety Policy
- * MVR Review Policy
- * Safety Committee
- * Safety Policy and Procedures
- * Safety Flyers
- * Employee Safety Audits
- * Strategize to address loss drivers
- * Analyze cause and type reports

Case Histories

A New Approach after Non-Renewal

The Client's Challenge

A regional manufacturer's Workers' Compensation carrier non-renewed its policy because of claims frequency and severity. The client chose the Lyons Companies to help address the problem areas.

The Lyons Solution

We met with the management team and the prior insurance carrier and analyzed historical information to determine the actual causes of the problem. Our goal: To develop a loss prevention and claim management service plan that addressed the specific issues impacting both frequency and severity trends, without disrupting the client's normal operations.

- * The Lyons claims department works closely with the front-line adjusters to make sure the client and the insurer are sharing information that allows the carrier to develop an aggressive action plan to resolve open claims and reduce reserves.
- * We suggested modifications to the client's internal claims handling procedures. Employees receive an appropriate response to their situation, while the insurer is able to control expenses.
- * The Lyons loss control specialist meets regularly with the client's safety committee to offer additional resources and information.

The new service plan resulted in a reduction in the client's loss frequency of 65% and loss severity of 49%.

The Client Said It Best

"Our claims are down, our severity is down, our productivity is up."



Turning a Loss into a Gain

The Client's Challenge

A national company's claims activity was growing much faster than payroll or sales. The Lyons claim representative recognized the problem and notified the client.

The Lyons Solution

After identifying the specific problem areas, Lyons asked for a meeting with the client and the insurance carrier. The group agreed to develop a company-wide loss prevention and claim management plan that encompassed the best practices of the client's 40+ branches as well as those identified by the Lyons Companies and the insurer.

- * Healthcare network providers were set up for all branches.
- * We provided education to all branches on the importance of timely reporting of claims.
- * Periodic conference calls with the adjusters and the client helped to educate branch managers on Workers' Compensation.
- * The carrier's loss control representatives and the Lyons Companies' consultant personally visited the branches that had high claim frequency.
- * An improved Fleet Safety Policy was implemented.
- * Improved communications procedures made sure that effective loss prevention measures utilized at one location were shared with all branches.