

## Synergy's State-of-the-Art Claims Process

Our unique claims process is unrivaled for its efficiency and cost-effectiveness. Communication and total commitment to unmatched customer service are the cornerstones of our workers' compensation claims resolution process.



One claims adjuster with jurisdictional expertise is assigned to your policyholder to be their point of contact from claim occurrence to closure.



Our team devotes the time, attention, energy, and resources needed to resolve each and every claim immediately after an injury occurrs.



The Synergy Model will have a direct impact on the health and well-being of your client's employees in addition to their bottom line.



## We Resolve Claims

- Our claim adjusters take aggressive action immediately when an injury occurs to get the injured worker the best medical treatment.
- Our adjusters handle fewer than 75 active claims so they can devote the time and resources needed to tend to each claim with one-on-one attention.
- We resolve 85% of claims within the first 90 days.
- Our claims process is cradle-to-grave. Meaning our team is in contact with the policyholder until the claim is resolved.



## We're Focused on Getting Injured Workers Back to Work

- We work with the injured worker, employer, and medical professional to ensure each employee receives the treatment needed to be able to return to work as soon as possible.
- We work with our safety professionals to identify the root cause of the injury and develop and implement changes or modifications that will prevent similar injuries from occurring in the future.



## The Synergy Model Has a Direct Impact on Your Bottom Line

- Our team makes workplaces safer and returns injured workers back to work quickly, which helps companies reduce costs and increase profitability.
- We drive down claims and safety costs, improve employee morale, and ultimately add dollars to our client's bottom line.