



# ESIS Specialty

## Excellence in property claim management

### You Expect. We Deliver.

ESIS Specialty has built a reputation for excellence helping clients quickly resolve residential and commercial property claims arising from a wide variety of perils including fire, flood, frozen pipes, wind and hail, burglary and theft. We are efficient and effective, deploying highly skilled claims professionals, state-of-the art technologies, and proven processes to help our clients optimize outcomes and accelerate claim resolution.

**We handle everything** from small homeowners claims, to commercial loss inspections, business interruption and large complex claims adjustments – ensuring the property claims specialist has the right skill set and experience to handle each claim.

### ESIS provides comprehensive property claims services, including:

- 24/7 Emergency claim intake and claim hotline
- Full adjustments
- Appraisals & Estimates
- Property desk administration
- Task assignments
- Inspections and valuations

### Experienced Adjusters, Always Raising the Bar

Our property claims team is highly skilled with an average of 20 years of experience -and we constantly keep our staff on the cutting edge by investing in ongoing education and development.

Our network of field adjusters focus on handling the most challenging claims, leveraging the expertise of some of the world's premier loss adjusting professionals, with an average of more than 25 years of experience. Our field team works in lockstep with our own in-house adjusters.

### Technology Optimizes Estimating, Valuations and Response

Our deep expertise combines with technology to ensure a keen analysis of property claims, including loss estimates and property valuations. In addition, we also utilize the latest tools, including digital photography and drones, to ensure prompt

and thorough response to even the most challenging property losses. Other highlights of our technology capabilities include but are not limited to:

- Proprietary predictive analytics, which enable us to identify claims with the potential for adverse development or subrogation – giving our adjusters data-driven insights and foresight they use to take timely, strategic action to benefit our clients
- Global Risk Advantage® (GRA), our proprietary Risk Management Information System, provides 24/7 real-time access to financial analyses, adjuster notes, claim documentation and flexible reporting modules
- ESIS Advanced Analytics in Action, our consultative and customized data analytic and predictive modeling platform, provides extensive quarterly analysis of multiple program aspects and metrics enabling clients to identify emerging trends and track reserve adequacy, loss costs, and more.

- Innovative platforms, such as Xactimate and CoreLogic, enable real-time decision making and reduce claim durations.

**ESIS stands out from other property TPAs for our careful selection of the best-qualified complex claim adjusters: Professionals who understand the client's business, nuances of our client's industry, and the intricacies of the policies involved. Our desk adjusting staff supports our field team with unparalleled knowledge and support.**



# ESIS Specialty utilizes a client-centric approach to managing claims and risk for self-insureds, carriers, reinsurers, MGAs and PAs, captives, risk retention groups and London markets

## Timeline for An Excellent Response

While our approach to each client can be customized to address individual needs and preferences, we also adhere to industry-leading best practices to ensure all claims are properly processed and resolved as quickly and efficiently as possible.



**Claim acknowledged**

Within 24 hours of FNOL receipt

**Loss inspection**

Within 5 days of adjuster's assignment

**Coverage analysis competed and documented**

Within 10 business days of FNOL (sooner where law or circumstances dictate)

**Reserves established**

No later than 30 days post loss and evaluated frequently

### One Point of Contact: Your Partnership Leader

Excellent communication and customer service are foundational to our approach. Each client has a dedicated Partnership Leader, a senior ESIS executive who serves as our client's go-to resource to guide and support their entire relationship with ESIS.

### Subrogation, Optimized

ESIS has a dedicated unit of subrogation specialists focused on maximizing potential recoveries and ultimately lowering loss costs for our insureds. We reach out to our client as soon as recovery potential is identified. With our clients' approval, our specialists work rigorously to recover funds as quickly and cost-effectively as possible.

### Discover the Extraordinary

Learn more about how ESIS Specialty can elevate property claims management for your organization.

**Todd DeStefano**  
Senior Vice President & ESIS Specialty Business Leader  
201.446.5329  
[todd.destefano@esis.com](mailto:todd.destefano@esis.com)

**Annette Sanchez**  
Senior Vice President, Sales  
503.956.4761  
[annette.sanchez@esis.com](mailto:annette.sanchez@esis.com)

ESIS Specialty also provides clients with services across the full spectrum of claims, including professional and general liability, property, auto, cyber, and environmental liability.

### The Power of Chubb

ESIS ProClaim is a boutique division of ESIS Specialty that provides industry-leading claim administration and risk management solutions for clients facing high frequency, severity, or complex, specialized claims. ESIS Specialty is a division of ESIS<sup>®</sup>, Inc., a Chubb company, a leading global provider of Third-Party Administration (TPA) and risk management services, and a wholly owned, independently operated subsidiary of Chubb, the leading commercial lines insurer in the U.S. ESIS celebrates its 70th Anniversary in 2023 and with offerings in both the U.S. and globally, ESIS provides one of the industry's broadest selections of risk management solutions covering both pre- and post-loss services.

For more information, visit us at [www.esis.com](http://www.esis.com) and [www.chubb.com](http://www.chubb.com).