



SX3 Claims Consultants

Built by practitioners to meet the needs of the Claims industry



About SX3

- ▶ Established in 2014 as an independent consultancy dedicated to the Insurance Claims industry
- ▶ UK-wide Associate Network of 40+ senior claims consultants
- ▶ Delivering claims expertise to Brokers, Insurers, MGAs, Service Providers, Trade Bodies, Legal and Regulatory functions



Clients



ZURICH



Liberty Mutual INSURANCE





Three Service Propositions
supported by
SX3's extensive Associate
Network



The Associate Network

- ▶ 40+ highly experienced claims practitioners
- ▶ Experts on a wide range of business classes
- ▶ Understanding – consultants who understand your challenges, with the experience to be immediately productive
- ▶ This delivers you:
 - Knowledge
 - Responsiveness
 - Cost effectiveness
 - Scalability



The SX3 Difference

- ▶ All our consultants have a background in claims management
- ▶ We are independent and objective
- ▶ Our infrastructure can deliver you cost effectiveness, responsiveness and scalability
- ▶ An ethos of delivering value – if it's not clear how we can add value, we won't take on a project



Service Details



Audit & Review

Independent and accurate quantification of performance and compliance



- ▶ **Claims handling**
Technical, process or assurance auditing of Claims Departments, TPAs, Solicitors, Protocol arrangements, Reinsurance programmes
- ▶ **Compliance**
Regulatory and legislation compliance, process SLAs & KPIs adherence, risk management, GDPR
- ▶ **Leakage**
Full and objective quantification of indemnity spend leakage, including leakage rate, frequency, breakdown of hard and soft leakage, weighting, and root cause analysis
- ▶ **Lloyd's claims suppliers**
Delegated authority TPA and coverholder audits. We are an approved auditor on AIMS
- ▶ **Reserving**
Accuracy, adequacy, timeliness, compliance with (and suitability of) reserving philosophies, dormant claims, closure rules, reopened claims, IBNR



Audit & Review

We can audit a wide range of claims performance areas, including;

- ▶ **Operational competence**
- ▶ **Process adherence**
- ▶ **Conduct risk**
- ▶ **Supplier performance**
- ▶ **Reserving**
- ▶ **Technical decision making**
- ▶ **Leakage**
- ▶ **Run off management**

All of our auditors have a background in claims management



Audit & Review

Formats:

- ▶ **SX3 audit templates**
- ▶ **Bespoke audit trails**
- ▶ **Pre-set industry audit formats**
- ▶ **Client own templates**

Audit Aims

- ▶ **Ensure the audit delivers on the needs of the client**
- ▶ **Ensure audit findings are objective**
- ▶ **Achieve an early consensus on the audit findings**
- ▶ **Deliver audit results in a timely fashion**



Consulting

Practical and strategic insights from experts who have stood in your shoes



- ▶ **Awards applications**
Insight into the requirements for and practical support on preparing applications for industry awards
- ▶ **Claims handling development**
Market best practice, research and development, claims protocols, counter fraud strategies
- ▶ **Operational transformation**
Organisational reviews, operational strategy design, technology requirements, customer servicing
- ▶ **Supply chain management**
Panel reviews, tender processes, supplier due diligence, performance auditing, market research
- ▶ **Supplier services**
RFI responses / tenders, market research, product development
- ▶ **M&A**
Target selection, valuations, proposition, defence



Resource Solutions

Experienced claims management resources at your fingertips



- ▶ **Candidate screening**
First stage technical phone interviews to weed out weak candidates and deliver a short list of the strongest candidates
- ▶ **Headhunting**
Independent candidate searching for key roles within claims operations or their supply chain
- ▶ **Interim placements**
Skilled claims managers, available at short notice for management roles, subject matter expertise and projects
- ▶ **Redundancy support**
Insight and advice on setting up or working as a consultant, free to anyone in consultation / facing redundancy / considering a career change
- ▶ **Training and mentoring**
Career development, technical expertise, problem solving, exposure to practices elsewhere in the market



Testimonials

We work with clients across the industry:

Brokers, Insurers, MGAs, Service Providers, Legal and
Regulatory functions, Trade Bodies



Testimonials

"We found working with SX3 very easy, you work out what your clients want and you deliver that to them"
First Group

"SX3's expertise and speed of delivery gave us exactly what we were looking for and we'll be using them again"
Tradewise

"SX3 impress with their extensive experience, industry credentials and a large network of useful contacts and suppliers. They demonstrate a great grasp of the market, and have their finger on the pulse of what's shaping and influencing claims handling in both motor and property claims"
BGL Group Ltd

"SX3 have a deep appreciation of all aspects of the claims market that has significantly supported the way we engage with insurers. Their knowledge on personal injury claims has led to valuable insights and supported the improvements we continue to make in the way we process claims"
Minster Law

"Your approach was professional and direct. We needed to know where we were deficient and you helped us understand where improvements were required, you also help us make those improvements"
Taylor Rose TTKW

We are impressed with the quality of SX3's audit reports. The results are presented in clear and concise ways making it easy to identify the key issues. The expert commentary is insightful using language that claims professionals understand.
Matthew Wilson, MS Amlin

"We were very happy with the service you provided us and would certainly like to work together in the future"
Liberty International

"Top class analytics"
TNT Logistics



If it's to do with Claims, you should be talking to SX3

Adrian Gilbert

Managing Director

T 01702 567 501 **M** 07801 684335

E info@sx3.co.uk

www.sx3.co.uk