



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 (on-going and legacy), MGAs, Service Providers, Trade Bodies, Legal and Regulatory functions



Three Service Propositions
supported by
SX3's extensive Associate
Network



Audit & Review

Independent and accurate quantification of performance and compliance



- ▶ **Claims handling**
Competence, process and proactiveness of Claims Departments, TPAs, Solicitors, Protocol arrangements, Reinsurance programmes
- ▶ **Compliance**
Regulatory and legislation compliance, process SLAs & KPIs adherence, risk management, assurance, GDPR
- ▶ **Leakage**
Full and objective quantification of indemnity spend and handling fee leakage, including leakage rate, frequency, hard v soft leakage with confidence weightings and root cause analysis
- ▶ **Lloyd's and London Market claims suppliers**
Delegated authority TPA and coverholder audits. We are an approved auditor on Lloyd's Delegated Authority Manager.
- ▶ **Reserving**
Accuracy, adequacy, timeliness, compliance with (and suitability of) reserving philosophies, dormant claims, closure rules, reopened claims, IBNR
- ▶ **Strategy Reviews** - new acquisitions of legacy portfolios and best management of those portfolios



Audit & Review

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

- ▶ **Operational competence**
- ▶ **Process adherence**
- ▶ **Conduct risk**
- ▶ **Supplier performance**
- ▶ **Portfolio reviews**
- ▶ **Reserving**
- ▶ **Technical decision making**
- ▶ **Leakage**
- ▶ **Reinsurance exposure**
- ▶ **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
- ▶ **M&A**
Target selection, due diligence, valuations, proposition, defence
- ▶ **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



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



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



Clients

Lyons Davidson
SOLICITORS

TW*i* Tradewise®
Insurance Services Ltd

MS *Amlin*



Kindertons
accident management

redd*e* pic

TRADEX
INSURANCE SERVICES



bennetts

ZURICH



esure®

Broadspire®
BY CRAWFORD & COMPANY

skyfire
INSURANCE

First

NFU Mutual



minster | law
SOLICITORS

Willis Towers Watson

Hastings DIRECT



TAYLOR
ROSE TTKW

handl



Liberty
Mutual®
INSURANCE

Ellisons
Solicitors
EST. 1764



SOUTHERN
ROCK

Munich RE



Robertson & Co
Ethical Investigations

Slater
Gordon
Lawyers



Testimonials

SX3 put us at ease from the start, they were consistently straight forward, factual and professional. The quality of the deliverables gave us real authority with critical stakeholders. Overall, we had a very positive Audit experience with SX3.

Paul Taylor, MD, Kindertons Accident Management

SX3 impressed us with their professionalism, market knowledge and expertise.

Graham Hughes, Chief Claims Officer, Esure

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

Matthew Wilson, Delegated Authority Manager, MS Amlin

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.

Adrian Jaggard, MD, Taylor Rose TTKW

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

First Group

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

Tradewise

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 claim.

Minster Law

We appreciate the comprehensive claims audit report submitted by the team of SX3 with remarkable insight into the vulnerable areas of claims management. The reports are extensive and reflect their industry experience. The team set everything up, made all the arrangements, kept everyone informed and provided an impressive end to end service.

Neerja Kapur, Chief Executive UK Branch, New India Assurance



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

Adrian Gilbert

Managing Director

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Fellow of Institute
of Consulting



Member of Association of
Consumer Support Organisations



Industry Partner



Approved Auditors



Member of UK Claims
Managers Association