



# SX3 Claims Consultants

Built by practitioners to meet the needs of the Claims industry

AUDIT & REVIEW • CONSULTING • RESOURCE SOLUTIONS





## 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



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

- ▶ **Claims Handling**  
Competence, technical decision making, process compliance and proactiveness of Claims Departments, TPAs, Solicitors, Protocol arrangements and Reinsurance programmes
- ▶ **Compliance**  
Regulatory and legislation compliance, process SLAs & KPIs adherence, risk management, assurance, GDPR
- ▶ **Leakage**  
Full and objective quantification, including leakage rate, frequency, hard v soft leakage 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

All our auditors have a background in claims management.



# Audit & Review

## **Audit Format Options:**

- ▶ **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 early consensus on the audit findings**
- ▶ **Deliver audit results quickly / while they are still relevant!**



# 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 interviews helping clients 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 SX3 Difference

- ▶ We are wholly independent – there are no financial ties to any suppliers.
- ▶ All our consultants have a strong background in claims management, so making them well placed to understand your challenges and have the experience to be immediately productive.
- ▶ We have wide breadth of expertise across a range of business classes and management disciplines.
- ▶ This delivers you:
  - ❖ **Knowledge**
  - ❖ **Responsiveness**
  - ❖ **Cost effectiveness**
  - ❖ **Scalability**





# Clients





# Testimonials

*SX3's consultants really listened to our needs throughout the whole project and stayed accessible. The team proved to be flexible and went the extra mile for us.* **Jon Ramsey, Claims Manager, Munich Re**

*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**

*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.*

**Chief Executive UK Branch, New India Assurance**

*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 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**

*Your SX3 performed a claims review with skill, professionalism and diligence. The report provided a benchmarking comparison against our industry peers for claims handling quality and claims leakage. This was extremely useful as it highlighted areas where we are market leaders and pinpointed areas where improvement opportunities exist.*

**Russell Pollard, Chief Operations Officer, Collingwood Insurance**

*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**

*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**

*It has been a pleasure working with you on this one. Your expert analysis was very diligent, objective and assisted with obtaining a true view of the quantum of this complex case. We would have no hesitation in using you and your team in the future.*

**An International Law Firm**

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

**First Group**



*'Why not have a conversation with us about your claims matters?'*

Adrian Gilbert

Managing Director

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Fellow of Institute  
of Consulting



Industry Partner



Approved Auditors



Member of UK Claims  
Managers Association

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