

Temporary shortage of
experienced staff in your
claims department?



Van Ameyde's claims handlers **the perfect fit**

Absence of staff or peaks in your workload: staffing problems tend not to announce themselves. Where do you find experienced claims handlers to deal with claims in excess of your capacity at short notice? Van Ameyde offers efficient, cost effective secondment and overflow solutions allowing your claims services to return to full capacity.

we are committed

Van Ameyde 

Van Ameyde's claims handlers the perfect fit

As claims handling is key to outstanding customer service, you must be able to rely on prompt service when faced with staff shortage. Thanks to our huge pool of experienced claims handlers and agile IT solutions we can meet your needs without delay.

Secondment of interim professionals

Based on the required profile, the most suitable candidates are selected. It's not just professional experience and skills that determine smooth integration with your company's culture, which is important as claims handlers deal with your customers' claims. In this phase

personality and aptitude are combined. We know our candidates as we deploy them in our own organisation before assigning them.

Geared entirely to your needs...

During secondment we regularly assess performance in close consultation with the customer to secure the best possible result.

Claims overflow solutions

Our claims overflow solutions enable you to outsource claims in excess of your capacity. We deal with your claims in your online systems from our locations using a highly secured Internet network.

You may also opt to use Van Ameyde's unrivalled claims management system ECHO, thus benefiting from efficiency gains, strict adherence to service levels including cycle times, and our embedded fraud engine. Fully customised reporting is made available online on the ECHO Extranet. In case of high volume work, interfaces could be established, enabling report generation in your own systems, while the claims are handled in ECHO. In addition, we provide personalised telephone lines, to which your claimants' calls can be diverted.

Skilled, qualified and dedicated staff

Our interim professionals are fully qualified in their areas of expertise. Throughout our interim professionals' careers at Van Ameyde we invest in their growth and development. A personal training plan, encompassing all aspects that are important for the employee's development, including on-the-job training at the Van Ameyde Academy, is part of the terms of employment and is assessed annually by the employee and management.

For more information or free-of-charge benchmarking, please call Bob de Bruijn at T +31 70 413 75 00, or mail bob.debruijn@vanameyde.com

Versatile, independent, competitive

Van Ameyde being an independent organisation, we can provide our secondment and overflow services to insurers, brokers and captives, without any conflict of interest.

When not seconded, our interim professionals work for Van Ameyde's operating companies. This means we can offer these services at a highly competitive price.

Our interim professionals are specialised in all lines of non-life claims, including motor, property, bodily injury and liability.

Not only do our professionals relieve the pressure of work in the client's claims department, Van Ameyde can also advise as regards the improvement of your claims processes. After all, optimising claims processes is Van Ameyde's core business!

For details on our service offering, please visit www.vanameyde.com

We are committed to improving customer satisfaction, cutting claims costs and facilitating compliance with domestic and international regulations.

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