

# PMP Loss Sensitive Team Successfully Completed

Five Teams worked with the new Fusion Group and reached the goals of the Loss Sensitive Initiative. The teams reached these goals through:

- The new DMS Billing Module
- The Direct Bill of losses to our insureds
- Automated Loss processing for our third party adjusters
- An improved Guaranteed Cost Audit Process
- A streamlined process for identifying deductibles.

**Save Time**

NEW, IMPROVED PROCESSES WERE TRANSITIONED TO THE BUSINESS OWNERS FOR MAINTENANCE AND CONTINUED IMPROVEMENTS AS CUSTOMER NEEDS EXPAND OR CHANGE. FUSION MOVES TO A NEW PHASE TO TACKLE NEW CUSTOMER SERVICE CHALLENGES.

We're already seeing the results!!!

- \$ Billing Timeliness compliance increased to 80%
- \$ 95% of Third Party Adjusters automated
- \$ 100% of Guaranteed Cost Audits booked within 30 days

**Maximize Customer Service**

HOW DID THEY DO IT? THE PROJECT MANAGERS AND TEAM MEMBERS WORKED HARD TO GET IT DONE WITHIN 9 MONTHS. VISIT THE PMP WEB SITE FOR MORE INFORMATION ON THIS IMPORTANT INITIATIVE.

<http://aignet.aig.com/pmp/initiatives/LossSenMain.htm>