

## CLAIMS MANAGEMENT SERVICES

The Claims Management Services practice provides strategic solutions to corporate legal departments, insurance carriers, government agencies and law firms involved in high-volume claims and litigation. Our team has worked on many of the largest product liability and mass tort litigation matters in the U.S., and has assisted clients with the design, set-up, and operation of various “special purpose operations” to handle the intake, adjudication, resolution and payment of numerous claims. These large-scale crises may arise from a catastrophic event such as a chemical spill or manufacturing accident, emerging product liability claims, a cyber-attack or data breach, or other similar events. In addition, Alan Gray’s parent company, Vanbridge, can offer unique financial solutions and insurance products to enable parties in mass settlements to increase predictability of outcomes and finality of resolutions.

### Services Offered:

Crisis Response	Claims Adjudication and Processing
Pre-settlement Consultation	Funds Management and Disbursements
Design of Claims Process	Data Management and Reporting
Claims Noticing and Communication	Tax Reporting
Call Center Operations	Lien Resolution

### Service Highlights:

Deep experience with large, national litigation issues (asbestos, tobacco, breast implant, 9/11)  
Ability to create customized technology solutions and process workflow in support of special purpose operations  
Access to specialized crisis response and claims processing resources through technology and consulting partnerships

### Representative Experience:

#### Claims Administration for a Large Municipality

- Workflow designed to coordinate among multiple parties
- Claims Processing Services
- Cost (indemnity & defense) tracking and reporting

#### Mass Tort Litigation

- Claims Processing Services (claim intake to insurance recovery)
- Indemnity and defense counsel payment processing, cash management and reporting
- Financial Reporting, including SEC and 1099

#### Customer Reimbursement Program Administration

- Program design and implementation
- Project management services
- Customer appeals research and resolution

#### Oil Spill Response

- Development of an economic claim on behalf of a government agency charged with quantifying cleanup costs and other direct and indirect response activities
- Extracting relevant cost data from client’s accounting systems

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