

# **UK Site Visit**

30 October 2015

#### SLATER AND GORDON GROUP

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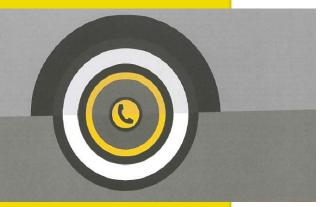
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We offer a tailored service to help get people back on the road. We take the time to understand the needs and expectations of customers, so that when they call in, they receive a seamless and integrated experience as well as the positive resolution they require.



## **Motor Services Overview**



### Locations

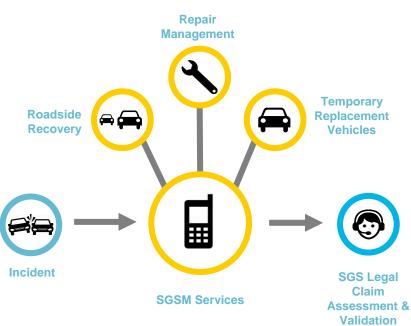


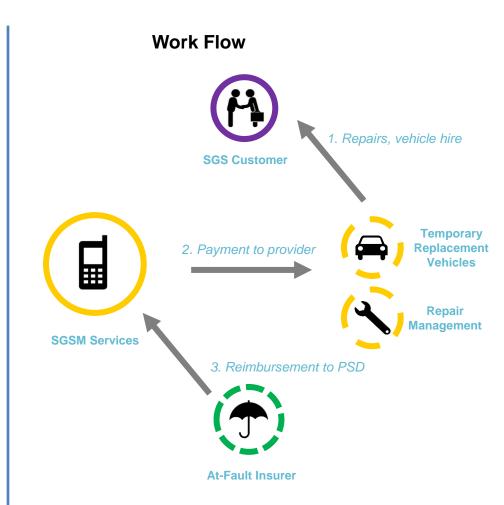
- Team of more than 600 located in Blackpool, Fareham and Twickenham
- Service excellence and cost efficiencies are SGSM's core advantages, compared to both in-house delivery and outsourcing competitors
  - Focus on systems and processes
  - Scale results in lower cost-to-serve as well as rental and repair purchasing power
- Motor Services' clients include:
  - Insurers / brokers Endsleigh (Zurich), Direct Line, Arthur J. Gallagher
  - Auto manufacturers Honda
  - Membership organisations RAC

# **Motor Services Operational Chain**



# Motor Ecosystem





## **Our Solutions**



## **FCO**

- FNOL (First notification of loss)
- Replacement vehicle provision
- · Vehicle repair
- Total loss administration
- Personal injury and rehabilitation services
- Full outsourcing of accident management
- Reserving

## **AUTOMOTIVE**

- FNOL (First notification of loss)
- Replacement vehicle provision
- · Vehicle repair
- Total loss administration
- Personal injury and rehabilitation services

### **CLAIMANT**

- Uninsured Loss Recovery
- Replacement vehicle provision
- Vehicle repair
- Total loss administration
- Personal injury and rehabilitation services

# DEFENDANT / INTERVENTION

- Third Party Intervention
- Replacement Vehicle Provision
- · Vehicle Repair
- Total Loss
   Administration
- Pro-active Personal Injury and Rehabilitation

# First notification of loss (FNOL)









First
Notification
of Loss



Establish Client Needs



Assess Liability





Service Provision

## **Rental Services Overview**



- Professional Rental Services team treating each transaction as an individual requirement to ensure that the customer expectation is met
- Managing transactions to optimise return whilst maintaining contractual commitments and answering client need
- Supporting the customer through the process of vehicle supply, deliver, handover, return and post rental requirements
- Customers requirements vary considerably, from standard cars through to specialist vehicles and adapted vehicles with specialist equipment such as tow bars, roof racks and blue tooth

# **Rental Supply Chain**



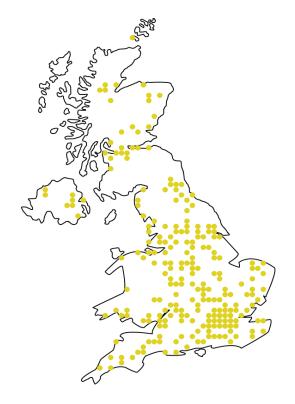
- Rental model is to use third party suppliers
  - Own fleet model proven to be higher risk
- Network of nationwide suppliers
- Rates bought in on a daily inclusive rate, complementing the GTA rate model

# **Approved Repair Network**



- Covering cars, commercial vehicles and motorcycles
- 100 preferred suppliers
- 97% PAS10125/BSI Kite mark compliant by volume
- Considerable surge capacity available
- 99% repair satisfaction
- Managed to strict service levels and delivery agreements
- Intrusive audit programs for compliance, technical and cost
- Electronic connections to circa 90% of bodyshops
- 3 Field based supplier management staff plus 8 internal staff

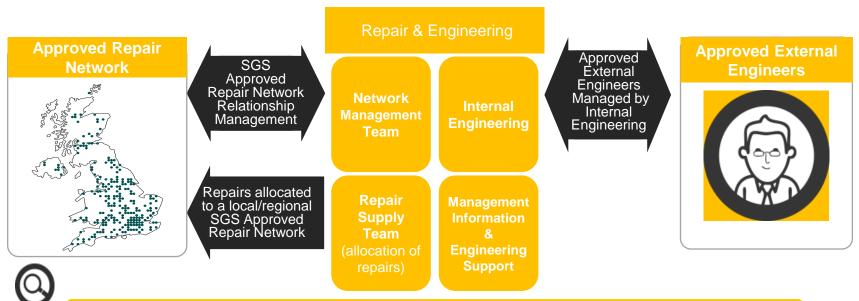




## **SGS Network Management – Operational Model**



- SGS is diligent in attracting the right calibre of repairer and SGS approved repairers are subject to a strict assessment and evaluation prior to selection which involves various criteria including:
  - · Strategic alignment to SGS' requirements
  - · Geographical location
  - Technical capability and any specialisms
  - Existing client base
  - · Current available capacity
  - · Financial stability
- PAS10125 kite mark required
- Agreement to SGS terms and conditions (including guaranteed courtesy vehicle availability)



Operational Analysis and Performance Enhancements are delivered by analysing data held within the Claims
Administration & Recovery System (CARS)

# Slater Gordon Solutions

# **SGS Snapshot**



#### **Legal Services**

Employees: ~1,600

#### Core

- Origination, assessment and validation of personal injury claims – direct and via third party claims management companies (CMCs)
- Legal services relating to road traffic accident (RTA), employers' liability and public liability (ELPL)
- Ancillary services including ATE insurance and costing services







#### Noise Induced Hearing Loss (NIHL)

Legal services relating to noise-induced hearing loss.

#### Notes:

Internal management data. Based on share of UK personal injury market revenue.

## **Complementary Services**

Employees: ~800

#### **Motor Services**

Motor vehicle accident management support and personal injury claims origination

#### **Health Services**

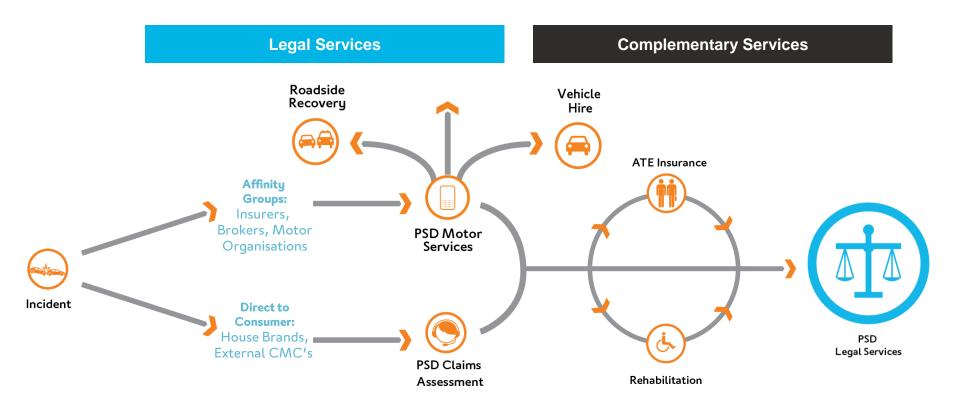
Rehabilitation and Medical reporting management solutions





# **RTA Operational Chain**





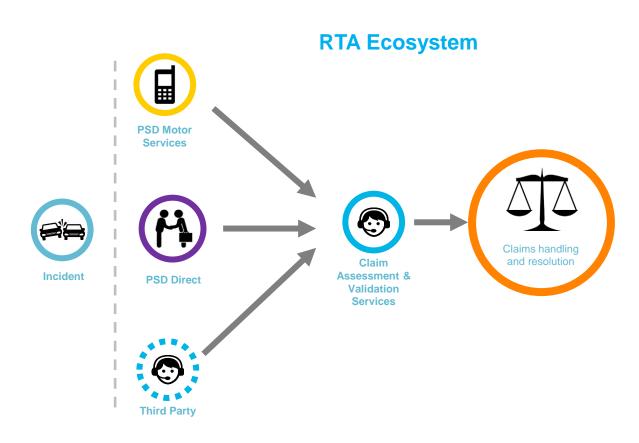


**Legal Services – Core** 

## **Operational Chain: Claims Origination + Assessment**

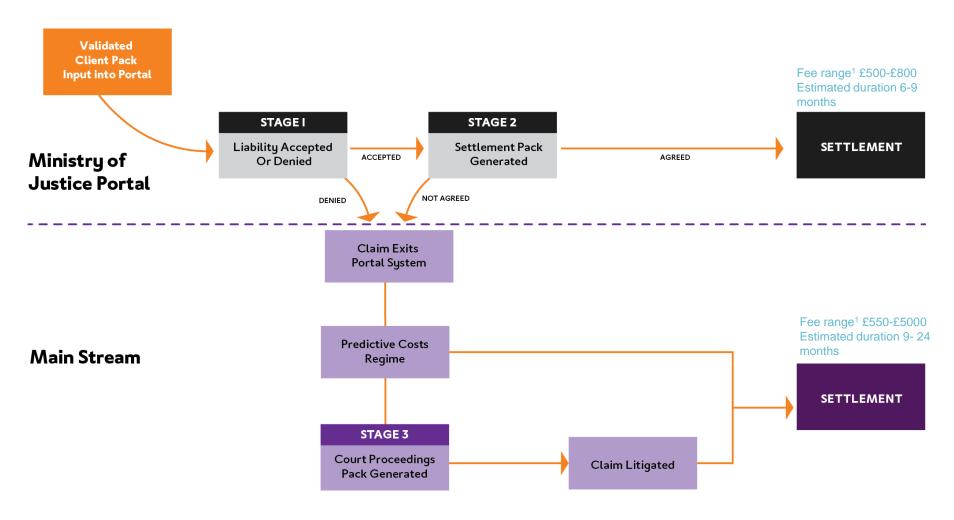


- Sophisticated marketing, relationship management and data analytics capabilities support costeffective sourcing of meritorious claims
- Origination of claims:
  - through house brands (eg. Accident Advice Helpline)
  - from network of third parties via Intelligent Claims Management platform
- Specialist workforce handles claims triage and start-ofclaim processes



## **RTA Fast Track Claim Workflow**





#### Notes:

<sup>&</sup>lt;sup>1</sup> Source: MoJ cost schedules. Fee excludes client contribution.

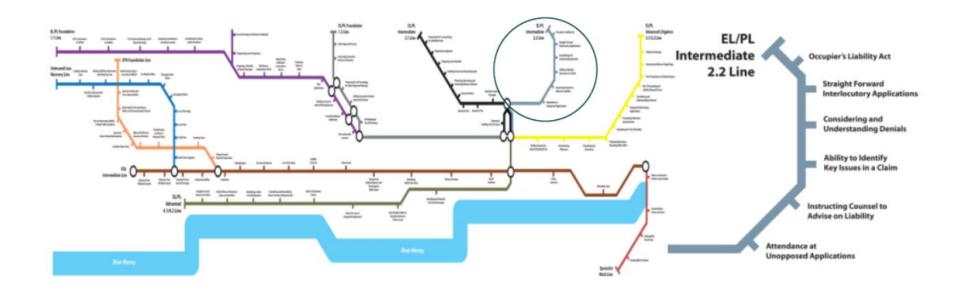
## **Operational Chain: Claims Handling + Resolution**



- Highly specialised teams within large fee earning community
  - Focused on single "stage of work" in each service line
  - More experienced operators on more complex claim types
    - Effective retention mechanism
  - Efficient structure with fewer qualified lawyers required
- Supported by sophisticated, proprietary file handling approach and process map – minimising costs to serve while optimising client outcomes



- · Road traffic accidents
- Employers' liability
- Public liability



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