

Blue Leaf Alliance, Inc.

Raising the Bar on Adjusting Services through
Technology & Focused Quality Control



Blue Leaf Alliance, Inc. was formed to expand the field adjusting capability of *Blue Leaf Claims, Inc.* *Blue Leaf Claims* can handle most field general adjusting and investigative services for its clients, complementing its existing claim administration services, or bundle the entire claim process.

Blue Leaf Alliance, Inc. provides specific support and field adjusting services for *Blue Leaf Claims, Inc.* The *Alliance* functions as a 24/7, nationwide claim services web portal for the assignment, distribution, reporting and viewing of field adjuster and appraisal assignments, serving as a quality control gatekeeper.

Nationwide Claims Network

Blue Leaf Alliance, Inc. has developed a strategic, nationwide network of independent adjusters to handle all of its property and casualty field activities. The network includes a broad number of independent adjusters and is additionally supported by an alliance with Frontier Adjusters®, a national franchised adjusting firm with over 750 service locations.

Field Adjuster Qualifications

Blue Leaf Alliance, Inc. utilizes veteran adjusters with solid claims experience. The verification and approval process includes an application and interview, background check and licensing confirmation. All field adjusters are thoroughly pre-qualified to confirm experience and skill level.

24/7 Claim Access

Blue Leaf Claims, Inc. adjusters and its clients have the ability to view the entire adjustment process, from the initial assignment to conclusion – 24/7. All claim information; contacts, file correspondence (including file reports, correspondence and email), photographs, attachments and file notes can be viewed and are retrievable on-line. The system collates and stores individual claim file data under electronic file tab headings, which can be customized for client-specific needs.

Timely Field Work – Guaranteed

All field adjuster activity is recorded inside the *Alliance* portal. The *Alliance* utilizes software specifically designed to monitor field activity and to insure compliance with quality and timeliness standards. All field work is subject to the highest level of production scrutiny and diary compliance. The assignment process and the completed adjuster work product are fully interfaced with the *Blue Leaf Claims'* systems complementing its virtual claim and portability business model, with access worldwide!

Blue Leaf Alliance, Inc.
230-B Mountain Road
Suffield, Connecticut 06078
Tel: (860) 254-4408
Toll Free: (866) 323-5883
Fax: (860) 831-1073
info@blueleafalliance.com

www.blueleafalliance.com



- + **Nationwide Claims Network**
 - strategic network of adjusters
 - alliance with Frontier Adjusters®
- + **Field Adjuster Qualifications**
 - skilled, experienced adjusters
 - thorough background check
- + **24/7 Claim Access**
 - adjustment process available for online viewing 24/7
 - client data stored electronically for quick access
- + **Timely Field Work**
 - all field adjuster activity recorded inside the *Alliance* portal
 - quality compliance
 - fully interfaced with *Blue Leaf Claims'* systems

General Adjusting Services

Property and casualty adjusting services can be task oriented or full adjustments, tailored to your needs.

All Property & Casualty General Adjusting

- + Field Claim Investigations including:
 - Witness Interviews
 - Statements
 - Photographs & Diagrams
 - Official Reports
- + Appraisals:
 - Automobile
 - Trucking
 - Property
 - Heavy Equipment
 - Cargo
 - Mobile Home
 - Marine
- + Catastrophe Team capability

The Highest Contact/Communication Standards

Blue Leaf Alliance, Inc. provides the highest communication standards in the industry for field staff contact, including:

- + Emailed claim acknowledgements, with contact information, auto-generated at file set up
- + Ability to retrieve email from the field through mobile phones and/or laptops
- + Receipt of telephone messages via email
- + Our quality standards typically do not result in handling delays. However, in the event of a delay, an email address has been established for our clients at contactdelay@blueleafalliance.com

Advantages

- + Dedicated nationwide adjuster coverage
- + Management oversight with quality and timely reporting controls
- + Centralized web-based assignment process
- + Centralized web-based adjuster reporting
- + *Blue Leaf* TPA adjuster and client access to:
 - Contact Information
 - Adjuster Reports & Notes
 - Photographs & other Attachments
 - Statements
 - Billing
 - Email Integration
- + Fully integrated with our claim system, *File Handler*®
- + Uniform adjusting standards
- + Uniform reporting standards
- + Uniform fee schedule and billing standards