**Summer Workshop - Claims**

0:00  
And welcome to the Summer Pioneer 2025 State Sure Claims Workshop.

0:08  
I'm so delighted to hand the floor to Katie and Wes.

0:14  
Excellent.

0:14  
Hi, everybody.

0:15  
As Blythe indicated, I'm Christina Tomasetti.

0:18  
I'm Vice President of Claims Optimization.

0:21  
My team helps support Wes and the operations teams, creating some foundational items to make sure that they have everything they need and to take care of our policy holders when they have a client.

0:33  
Wes.

0:35  
Yeah.

0:36  
Hi, everybody.

0:37  
Wes Bradshaw, I'm the VP of Catastrophe and Field Operations here at Sage Shore.

0:45  
So excited to kind of walk you through our structure, our department structure and you know how a claim works because not everybody thankfully has had a claim.

0:59  
We should have time at the end to answer any questions you have.

1:02  
Two shout out to Ella because she's actually aligned with us, which we love to see on the claim side.

1:09  
SO2 get rolling.

1:12  
KT.

1:13  
I'll touch on the agenda.

1:16  
So we'll talk.

1:17  
I know you guys have heard a ton about Sage Shore.

1:21  
We're going to touch on some high, you know, high level kind of stats just to level set the conversation.

1:30  
We'll get into the claim story.

1:32  
So KT and I are both, I like to think of it as chartering members of this organization.

1:38  
So our employment with Sage Shore actually predates a time when we had claim processes or a claim system or people.

1:50  
Quite honestly, I think we're within both, within the 1st 7 hires of our department.

1:56  
So we'll kind of walk you through that, that story.

2:00  
Then we'll talk a little bit about what the claims team is today, which surprise, surprises exponentially larger than it was previously.

2:10  
We'll touch on a few of the key partnerships and some of the progress we made in 24.

2:18  
We'll dig into a specific claim because I had mentioned earlier not everybody had been as unfortunate as others to have had a claim.

2:27  
And then lastly, we'll probably touch on the claims initiatives and then time allowing also touch on some of the stuff we've done recently to prep for hurricane season, which as interns for an insurance company, you should know we are currently in the 2025 hurricane season.

2:47  
Yeah.

2:48  
So one of the things I know you guys are probably like, I'm going to say this word and it's not really an icebreaker, but it's kind of an icebreaker 'cause we're not going to go around the room.

2:58  
I'm going to have you put it in chat just for for time purposes.

3:00  
Cause one of the things that we, when we talked to Blythe about, like what we wanted to talk to you guys about today, it was like how do people end up in claims 'cause I tell you, nobody grows up to want to be a claims adjuster.

3:10  
So the icebreaker is what do you want to be when you grew up?

3:13  
So when you were in middle school, high school and you were like, I want to be a doctor, a lawyer, whatever.

3:19  
Put that in the chat.

3:20  
Cuz it's like, I find it fascinating what we thought we wanted to be and where we are.

3:25  
I will tell you when I went to college, so this will get you a little history of me and how I fell into claims When I went to college.

3:31  
I went to Virginia Tech and I majored in animal science.

3:34  
I wanted to be a geneticist.

3:35  
I was gonna grow the biggest, baddest beef cow you could have and we were gonna make lots of money and and learn all about genetics.

3:43  
And then I took organic chemistry and got a passing grade, the lowest 1 you could probably get, as well as and biochemistry.

3:53  
And that kind of changed my course trajectory.

3:56  
Like that was a class that did me in and so it steered me off of genetics.

4:02  
But I still finished my four year degree 4 1/2 in animal science and I still learned a ton.

4:07  
But I got home and was like, I didn't know what I wanted to do anymore.

4:12  
So I started working just like you do 'cause you got to pay your bills and had a car payment.

4:15  
And so I started working at a rec center and at Ticketmaster.

4:19  
And at Ticketmaster, 2 great things happened.

4:22  
One, I met my husband, who I'm still married to today, 25 years, next week.

4:27  
And a friend of mine said, Hey, I'm, I'm a client at this place that pays good called USAA and I was like, never heard of him, but I like that pays good part, so let's do it.

4:38  
And so we went and applied, She applied, we both applied for policy services, which was just, you know, helping update policies.

4:45  
And I thank God every day for that recruiter who interviewed me and said you'd probably be better at claims.

4:50  
So she pulled me aside and put me on claims and that was 1999 and here I am today as a executive.

4:57  
So started as an auto adjuster.

5:00  
They taught me how to read a contract, what was important on in claims to read a contract and then execute against the contract.

5:08  
It's based.

5:08  
It's as simple as that.

5:11  
So I learned all about auto and liability and how to tell somebody that they, they were the reason.

5:15  
So if you ever get into an accident with somebody and they're like, oh, they were at fault, I can really tell you if they were at fault cause a lot of users handling those types of claims.

5:24  
But it really was something that I really found a passion for and I really liked it.

5:28  
And so I wanted to continue to learn and grow as a claims adjuster.

5:31  
So I started learning all of the parts of claims adjusting liability injury claims, large loss type claims were catastrophic.

5:38  
People you know can be killed in accidents and how you manage those claims for the person who caused it as well as the person who whose family is left behind dealing with that tragedy and then getting into the property space and then getting into leadership as a manager and then a process owner.

5:55  
So I learned how to break apart a process to make it better, which is where I sit today and love process and how you figure out how things get done and then innovating, like how can we use innovation?

6:06  
I launched USA's drone program to figure out how we could use drones to inspect product properties.

6:12  
Cause most of the time we climb roofs and we stand on a roof.

6:15  
And if you've ever looked at a roof, you could probably imagine it's probably pretty dangerous and probably not the, the thing you want to do.

6:22  
So how do we use technology to get us there?

6:24  
And so it's just continue to lead the path.

6:26  
And I learned about systems and how we handle claims and helped lead a modernization effort, which is ultimately got me here.

6:33  
And so I think, you know, it's, it's one of those things that people look back and you know, there was there was somebody in my animal science class that became an FBI agent.

6:42  
So like, clearly sometimes what you go to college to to be and do doesn't necessarily get you where you thought at the time, But there's so many paths ahead of you.

6:51  
And insurance to me is one of one that you fall into.

6:56  
But man, you can find a passion for it.

6:57  
And there's so many different things we can do.

6:59  
We've got a meteorologist on staff.

7:00  
There's a couple people here who went to school for meteorology and ended up in cat risk.

7:04  
R and DI don't know anybody that's been a pilot, but definitely I think you could still be president and astronaut and do all of those things.

7:15  
And like in a foundation of insurance, it will teach you new things that they need in space.

7:19  
So that's kind of my story to kind of give you an idea of like how like wanting to be one thing when you grow up and falling into insurance can really be a good thing 'cause it really has provided a lot for me personally as well as my family.

7:33  
Like it's a good career and, and I've learned a ton and get to hang out with people like Wes on a regular basis.

7:40  
So I'll let him kind of give his story of how he went from math teacher to.

7:43  
Yeah, Well, what I, yeah, what I found out was it was about my third year into education, how how much a math teacher in the state of Colorado made.

7:56  
So I was like, Oh no, I want to eat.

7:59  
So, so I pivoted and actually funny, I don't know if it's a funny story, but it's a story nonetheless, is that I started as an intern at State Farm in the early 2000s because, and this is a cautionary tale, it was a different day, right?

8:18  
So keep that in mind.

8:19  
But the intern that had previously had the position that I took came to work drunk.

8:26  
So strongly encourage you not to do that, but really fell into it through a friend of a friend.

8:33  
And then what I, what I realized pretty early on is something that KT touched on around in insurance, there's just so many different things you can do.

8:43  
You could be a, a claims adjuster, you could be on the sales side, you could be a meteorologist, you could be a software engineer.

8:52  
There's just so much variety in this thing that we call insurance that, you know, it's just rare in the professional corporate, you know, the corporate world.

9:02  
So definitely something I've really enjoyed.

9:05  
Most of my experience has been in the claim space, but I am just, you know, by default a very impatient individual.

9:14  
So really about two years is all I could ever have the patience to do the same job for in my 20 year career at State Farm before joining State Shore four years ago was really that I would take on a new position, do it for a couple years, really try to distinguish myself as an expert.

9:35  
And then I'd start looking around as to what other opportunities are out there.

9:40  
And happy to report I never fell short of finding new and interesting things to do within the insurance space.

9:47  
So would definitely encourage you guys to explore during your internship, both areas that you think would be interesting, you know, on the face of it and maybe based on your your studies, but then also branch out a little bit.

10:03  
And I don't know if we have a lot of work for astronauts, but you know, there could certainly be some transitional cross functional skills there that could make success for for you and hopefully a long career in insurance.

10:21  
So with that said KT, you wanna there you go.

10:25  
I do, I do.

10:26  
So thank you guys for sharing what you wanted to be when you grew up.

10:29  
I still sometimes I just don't think I've fully grown up.

10:32  
So I'm still thinking about what's next.

10:34  
So never stop thinking about what's next.

10:36  
And I realized that when I said 1999, y'all were all like, I wasn't even born yet.

10:40  
And that's cool.

10:41  
It's OK, we get it.

10:42  
We understand.

10:44  
So let's talk about Sage Sure at a glance.

10:46  
I mean, I think you guys have seen this like we Sage sure holistically has been around since early 2009.

10:52  
One of the things like as you think about we're at $3 billion plus in force of premium, which means that's how much money our carriers are collecting for the insurance policies we sell, right?

11:03  
Very basic when, when Wes and I started in the summer, when I started in the summer of 2021, our goal, our stretch goal, mind you, was to hit a billion.

11:13  
And so in the four years that I've, it'll be 4 years next month that I've been here, now we're at $3 billion.

11:18  
So what a, what a testament to, to the, the growth of the company.

11:23  
When I started, we were like 375 folks as an organization and we're tipping 1000 today.

11:28  
So, you know, set up for growth and in an area that as if you watch the news, if you ever want to like read about insurance, which is like it's good night time reading, get you ready for bed.

11:42  
What you'll learn is that these are very challenging markets in the insurance business.

11:46  
Like they're what they phrase them as hard markets.

11:49  
And that means that it's hard to like take rate and get people to buy the insurance because like, but there are catastrophes that are happening.

11:56  
We're going to talk a little bit more about that later.

11:58  
But when we think about that, we want to make sure that people can get insurance.

12:01  
It's really hard to get insurance when you live in a coastal area because it's expensive and not everyone can afford it.

12:06  
But you got to have it.

12:07  
It's not there.

12:08  
It's not a nice to have.

12:09  
It's a must have because people have mortgages And if you're paying a mortgage and your house completely burns down, you got to be able to pay for the rebuild of that home if a hurricane comes and wipes you out.

12:20  
And So what Saiture has done is really set us up with some key carrier partners.

12:24  
We've 17 now.

12:26  
Some of those are under umbrella groups like IAT has like 9 that they service different markets.

12:33  
But we really are a leader in one of the the largest property MGU in the space that provides home flood, which a lot of people don't realize that a lot of flood policies aren't sold in the private market.

12:45  
A lot of them are through the National Flood Insurance program and rewrite a private flood product which is is unique in the market and offers some additional coverages where some people don't want to necessarily stick to the National Flood Insurance Program.

12:57  
So that's really awesome.

12:59  
And what's allowed us to do that is really our unmatched portfolio of how we manage this, how we take in and innovate.

13:05  
We added claims because we were under like you hear us referred to as a managing general underwriter and that but but we just don't underwrite and for a long time that is predominantly what we did.

13:15  
We had an agent network and we sold policies underwritten really well that were different for the markets.

13:20  
And then someone was like, you know, we were doing really well, but you can save a lot of money on the front end because someone else is spending all the money on the back end.

13:28  
Not a great business model, right?

13:30  
So you need to kind of balance that.

13:31  
And so that's when the the idea to create a claims organization that supported our carrier partners that we've been supporting since earlier in the 2000s.

13:40  
It was time to start handling the claims with a group that is now led by Wes, myself, and several other folks to ensure that we're taking those underwriting gains and we're maintaining them and continuing to pay what we owe the right amount.

13:55  
Like we'll always pay what we owe claims.

13:57  
If any of you guys ever watch TV, those lawyers that are like the insurance company's out to get you, that is a lie.

14:04  
The insurance contract is an agreement.

14:06  
It says we'll pay for this and we won't pay for that.

14:09  
And all we claims does is make sure we pay in what it says the contract says we will.

14:13  
And some people just want more.

14:14  
They think that their value to something sometimes has sentimental reasons behind it or it's irreplaceable to them.

14:22  
But from our perspective, we have to put dollars on things and not everyone always agrees when you talk dollars and cents.

14:27  
So that's kind of say you're at a glance at how claims kind of plays into that.

14:32  
Yeah.

14:33  
So on to that end, kind of walk you through the claims story here in our journey, KT and I's journey.

14:40  
So in 2021, both of us were hired.

14:43  
At the end of the year, we had about 8 employees and just a handful of claims, 22.

14:48  
We saw a really significant growth, quadrupled basically in the number of claims employees we had.

14:56  
And then at the end of the year really it handled over 13,000 claims.

15:00  
23 was a big year for us as we continue to grow with the number of policies we had across the country or at least the Gulf exposed states.

15:10  
We ended the year in 23 with 59 claims employees and then set a new high watermark with 24,000 claims.

15:17  
Now 24 was a truly transformative year for us.

15:21  
We more than doubled our staff and almost doubled the number of claims that we handled as our policies in force increased significantly too.

15:31  
So, you know, our growth has been exponential both in the number of employees we have in our department, but also the the number of claims and the complexity that they bring across, you know, handle handling claims in different states.

15:48  
So it's been a significant, significant growth trajectory for us.

15:54  
By the end of this year, by the end of 25, we expect to be somewhere in the neighborhood of 200 claims employees.

16:00  
So growth continues.

16:02  
Yeah, thank you.

16:03  
Policies enforced.

16:04  
Sorry, we use our jargon insurance, which you guys have probably already figured out.

16:09  
Well, look, I'm like trying to throw some fun in it.

16:10  
Like Josh is getting a, a, a gift card from Starbucks now.

16:17  
Oh, really?

16:18  
I'm giving those out.

16:19  
OK, well, I, I mean, I, you're going to pay for it.

16:22  
Oh, all right.

16:23  
Fair enough.

16:24  
And then on the next slide, give you kind of a idea as to how we're structured.

16:32  
Oh, you want me to go?

16:33  
I'm sorry, I'm driving.

16:34  
I'm right, you're driving.

16:36  
Come on.

16:36  
Come on, sister.

16:38  
All right.

16:39  
So this is the general structure.

16:41  
So we have a chief claim officer and then KT and myself and Mike Moreau are Vice Presidents of the different areas that we manage.

16:50  
KT really facilitates the tools and the processes we use.

16:55  
We being myself and Mike and we are the leaders of the groups, the doers that we are, we lead the people who after an event, after a claim is filed, Mike's team and my team will actually be the ones that are reaching out to the customer and working them through the process.

17:17  
As I had mentioned, we're 170 today with designs to be right at 200 by the end of the year.

17:24  
Embarrassingly, our 10 executives which are noted there to the left have conservatively 200 years of experience leading claims organizations.

17:32  
Realistically that's probably a little closer to 300, but they don't need to share that.

17:39  
And then the functional operations in this kind of touches on what I had mentioned earlier is the even within a claims department, there's an incredible amount of variety in the types of things we do.

17:51  
So we have processes, systems, vendor management, strategic and analytical work that we do just within our department.

18:02  
On the operation side, certainly we have the claim handling that can be super simple stuff like hay, you know, I had hail damage to my roof, or it could be incredibly complex.

18:16  
Like you know, I had some folks that came to my restaurant came down or alleging they came down with salmonella poisoning.

18:27  
So it can really run a pretty wide swath there.

18:32  
We also have quality elements too that ensure that we're doing the right things and following the processes that we establish.

18:40  
We have a contingent of employees as well that were are what we would call field employees, which are actually individuals that will meet face to face with the customers after a loss to.

18:54  
And then part of their function is to certainly be the face of Sage Shore, but also also connect with the policy holders, explaining the process and then in most cases writing estimates.

19:10  
We also have for for the true claims nerds too.

19:12  
We also have some really kind of in the weed stuff with salvage, subrogation and special investigations.

19:20  
Special investigations is always a pretty exciting area.

19:24  
That's where you get to try to catch the crooks.

19:28  
And you know, that's that's an area that we find a lot of former law enforcement folks are attracted to the experience that KT and I and my peers really bring by most accounts were really I we, we for the most part, we really cut our teeth at major insurers.

19:51  
KT, she talked a little bit about being at USAAI.

19:55  
Myself spent almost 20 years at State Farm.

19:59  
But you know one of the elements of our secret sauce, if we have one, in claims.

20:05  
Is really the the disparate and and varied experiences that all of our leaders and really all of our employees bring to the process.

20:16  
One of the things that we've done really well having worked at big organizations in the past and having felt a little stifled by the ability to innovate, something we really lean lean into as a senior leadership group is valuing the folks that join our teams and their perspectives when we're thinking about solving business problems.

20:40  
And we really set our ego aside.

20:44  
And I think this is really a trait that we have pretty consistently across Asia, but specifically in claims.

20:50  
It's really a marketplace of ideas.

20:53  
And we don't, you know, stomp our foot and say, well, this is how it should be done.

20:59  
We really value experimentation and trying new things out, recognizing not everything's going to be a winner, but, you know, being committed to trying the new, calling it as it is if something doesn't work, you know, pulling, pulling up stakes pretty quick and then adjusting and learning.

21:23  
Yeah, it's interesting, I think to to point out here is there's like a method to the madness as to why we're set up the way we are.

21:29  
So one of the cool things about coming to say sure.

21:32  
And to Wes's point about innovating and, and not just doing it, and that's the way it's always going to be, is we made this up from the ground up.

21:42  
So this is not, we didn't walk into an organization that was already developed and people were handling claims.

21:47  
We had to figure out like what system we were going to use for people to handle claims.

21:52  
We had to write guidelines for how we expected them to be.

21:54  
We had to outline what a quality program looked like.

21:57  
How do we make sure people were doing well, all of the things and then later like change some of that because we we're writing it down in 2022 and something changed in 2023.

22:09  
Your regulations come up.

22:10  
And so there's, there's a definite method to the madness behind like why processes and and systems and vendors sit outside of operations.

22:18  
Like there was definite thought behind.

22:21  
If you own the process and the execution, a lot of times what happens is you bend the process to execute the way that it's easier versus what may be optimal.

22:29  
And so, but that being said, you got to stay close together.

22:32  
Like Wes and I have sometimes very passionate conversations about the ways things could be done because we have a lot of experience in the space.

22:41  
The magic behind that is we always come to a consensus and sometimes it's, I don't necessarily agree with what you want to do, but let's give it a shot because if it works, great.

22:50  
If it doesn't, then we don't do it anymore.

22:52  
And so that's, that's a great thing that Sage sure does differently than what you'll see in a lot of organizations that there, there is freedom to, it goes into the whole, we don't try, we don't try, we just do it.

23:03  
And if it works, awesome.

23:04  
Let's keep doing it.

23:05  
It's going to make us great.

23:06  
And if it doesn't work, we're like, cool, we gave it a shot, it didn't work.

23:10  
We learn from it and we move on.

23:12  
And so it's really a testament as to how we built this organization that we don't try.

23:16  
We really execute and learn from that execution and refine again and again.

23:21  
And we just, we just talked to a group of new employees and we talked about really their fresh set of eyes.

23:27  
We need now more than ever because we're 3 1/2 years old, we're toddlers, We're still learning about what we can do to be better and how we're going to get there.

23:35  
So like as interns, that's the same as you go knows nothing.

23:39  
I mean, if you know something about claims, awesome.

23:41  
But the fact that you don't, if you don't is even better to us to get perspective on things that you're like, if you ever knew anyone who had a claim or your parents or a friend has had a claim and something went awry.

23:52  
And you want to know how we would do that here to see like, is it better or you they did something really cool.

23:57  
We want to hear that because we're always looking to be the best at what we're doing because we owe it to our carriers as well as our policy holders.

24:09  
So I'll jump in here, Wes.

24:12  
We didn't really, we didn't sign most of these.

24:14  
So I'm just we're winging it a little bit.

24:15  
We do this a lot.

24:17  
So on the left, you'll see like this is kind of the things that highlight when we share kind of our story with some of our agents and our carrier partners.

24:27  
So our key carriers, you'll see on the slide on the left, Sure, another gift card.

24:33  
Anyone who can tell me what Sure actually stands for because sure is an acronym, not you.

24:39  
Wes Blythe It sure is an acronym for an insurance for for one of our carrier partners.

24:47  
And so safe choices is another one.

24:49  
Oros, which is relatively new elevate Giovera Nova, which if you, if you, you know, you've been following the insurance news while you were in college, you'll note that Giovera you're the beginning of it.

25:02  
You're close.

25:02  
Cooper, keep going.

25:03  
That's part of it.

25:04  
That's what the S stands for is the Sure Choice.

25:06  
You got one word.

25:08  
There's more.

25:11  
And actually, fun fact, Safe Choice used to be called Sure Choice as a stand alone name.

25:15  
If you didn't know that, well, that might be trivia.

25:17  
Other people that say sure don't know, but we bought Geovera as an MGU part of their organization in January 1st.

25:24  
It was a big deal.

25:25  
They're a large earthquake company.

25:29  
There we go.

25:30  
Peter finished it off.

25:32  
There you go.

25:33  
Alright, I got to write down Peter's name.

25:36  
These will come via e-mail or give me your phone number.

25:39  
And they may not to share that coffee, I don't know, sort of a group effort.

25:43  
Yeah, yes, it's your choice.

25:46  
Underwriting reciprocal exchange.

25:47  
What you'll also find is that we like to use similar words in as many places as you can where say sure, sure is one of our carrier partners that we have some, there's some ownership in the back end where they talked about that name and they thought, sure, we should use sure again and it's a good choice.

26:03  
So and then companies like Safe Port and IAT Insurance Group are some of our key carriers and some of those have, when we talked about the 17 carriers at the beginning, there are multiple underwriting companies underneath many of these.

26:16  
So that's what kind of adds up to the 17.

26:19  
But these are the folks that we support.

26:21  
You can see from a map where we get the bulk of our premium.

26:25  
Texas, one of our biggest states.

26:27  
Obviously it's, you know, it's a big state in general, but we have a good coastal presence there.

26:34  
We expand a little bit into the state.

26:35  
We've got a decent amount of policies in San Antonio and Austin as well.

26:40  
And then when you get into Louisiana, definitely a large footprint there as well as New York.

26:44  
Those are our three leading states.

26:47  
And then you get into South Carolina where we've got a decent clip as well.

26:51  
And then you can see some growth in some other areas.

26:53  
For us, Washington and Oregon are new.

26:56  
Those came with the Geovera purchase.

26:59  
So a gift with purchase, if you will.

27:00  
We were in 14 states, now we're in 16.

27:03  
And so that is those are just earthquake policies and those two states there.

27:09  
But California has some personal lines business, small commercial as well as earthquake.

27:15  
So when we think about like as we tell our story, like what do we do from an operational perspective, like what are the things that we highlight are important things for Mclean's organization?

27:24  
So when we tell our story, what we typically talk about is we got to be ready for a cat, right?

27:29  
So a cat is a catastrophic event, your hurricanes, your tornadoes, your wildfires, your large scale convective storms that generate a lot of damage as they fly through the country, right?

27:41  
And so Bess overseas, the cat operations, you can't staff to handle every single catastrophe or you would just have people who are twiddling their thumbs half the year waiting for work.

27:53  
And so it's it's a fine balance of staying prepared and making sure that we can handle a large influx of claims if they happen.

28:00  
Last year was our biggest catastrophe year.

28:03  
Thanks to Beryl, that rolled in rather quickly at the beginning of hurricane season and the beginning of July.

28:09  
Typically it tends to be active more active later, but Beryl came in with a vengeance and we had I almost close to not 10,000.

28:18  
Are we at 10,000 yet West So like 10,000 yeah all at once like that.

28:23  
Just not all of them come at once.

28:24  
But we probably got a good seven 7500 really, really fast.

28:29  
And then others trickle in over time as people find damage or contractors knocking their door and go you probably have damage from that hurricane.

28:37  
And so we have to stand ready and stay prepared for that.

28:40  
That's a year round everyday exercise for us here.

28:42  
We ensure on the coast we got to be ready for every single weather event.

28:46  
We ensure in wildfire prone areas, we got to stand ready for that.

28:50  
And now we we ensure earthquake and we have to stand ready for when the ground shakes.

28:55  
So that is a continual piece for us and part of that is to making sure that we're consistently looking at our processes, optimizing them, which means either creating efficiencies in the manual processes or automating the things that we can.

29:10  
And so things like that we look to automate are letters that routinely go out, like we have to send a lot of letters because it's compliance.

29:17  
The states love to tell you that you need to notify people at a certain, you know, integral of certain information.

29:25  
And so we've automated some of our front end communications.

29:27  
We've used e-mail and text to do that, which sound like very simple things to do.

29:32  
But in the era of government being involved in, in some things, they like to make sure that we're taking care of their constituents.

29:42  
And so we we look to automate wherever we can to make the process go faster.

29:47  
We want to make sure we're accurate.

29:49  
So like it seems this is where I say the shady attorneys on the TV that are like, we'll take the hammer on the insurance company.

29:57  
What that does is like they're trying to get more money than maybe the claims worth and that costs every consumer in the long run, when a company pays more in claims, that means they have to get the money back somewhere and they do it via premiums.

30:08  
And so our goal is to pay for the claims we owe, the amount we owe.

30:12  
So exactly what the coverage says we will pay.

30:15  
And so we have processes in place.

30:17  
We have field folks like Wes talked about that go out and inspect homes and now we have a re inspection program that double checks those folks in the field to make sure that what we're writing is accurate.

30:27  
And sometimes it's that we've overwritten, sometimes it's we've underwritten.

30:30  
And we got to find that little middle balance of making sure that we're not including too many things that aren't covered and make sure that we are including everything that is covered.

30:39  
And so part of that is continuing to build out how we respond to a catastrophe so that setting people up to live in certain areas to include our field team and expanding where we have a decent footprint like New York, SC, Texas, Louisiana, those are very colorful for a reason.

30:57  
And we want to make sure when we respond to a catastrophe in those areas, we either have people there or we can get people there.

31:04  
And so that's, that's kind of how we stand ready and and a quick kind of how to tell the story without getting into the Super duper weeds of it.

31:12  
But that's you can't tell.

31:14  
Like Wes and I are pretty passionate about this because what it is, is like, this is a bad day for people.

31:20  
Like if has anybody, if you raise your hand, anybody in here been part of a water loss where it's like a washing machine exploded or a pipe leaked in your house?

31:30  
People like has velvet has OK, cool.

31:32  
Not a lot of you, but let me tell you, it sucks.

31:34  
Sucks a lot.

31:36  
I remember when I was young and had a like a four year old, we'd gone to the beach, came home from the beach, pipe burst and my my parquet floor was like a water bed.

31:47  
There was water all underneath it on the entire bottom part of my house.

31:53  
Fans were in my house for the next 10 days drying that out while I had a four year old.

31:57  
I was working full time and I was waiting for crap to dry.

32:01  
I now was walking on cement.

32:03  
There was dirt and dust everywhere.

32:05  
And then we had to replace it and fix it.

32:07  
And mind you, I was getting ready to move and we're going to sell our house and all this happens at once.

32:11  
So it's not a pleasant time in anyone's lives at all.

32:14  
So people are kind of in a bad mood coming in and what we get to do is help put them back to where they were right before that happened.

32:22  
Like that, that KT that went to the beach all happy with her son.

32:25  
Like that's who insurance gets to put me back there.

32:28  
And at the end I was, I was very happy.

32:30  
My, my floors looked amazing.

32:31  
I sold the house because the floors look great.

32:34  
But like, that's, that's what we get to do.

32:35  
And that's a pretty noble thing to do is to help people get back to where they were before something really bad happened.

32:41  
We can be perceived as these bad actors that aren't trying to pay what we owe and, and we're trying to shortchange people.

32:47  
That's not what we do.

32:48  
I want to give people as much money as I possibly can.

32:50  
I have one thing that keeps me in check and it's a contract that that everyone takes out and never reads till the moment they have a loss.

32:57  
And even then they don't really read it.

32:59  
They don't really read it.

33:00  
And so we, we, we spend a lot of time educating and explaining how we're going to take care of people and, and then we get to take care of them and help.

33:08  
And we do that like through money a lot of times.

33:10  
Sometimes we do it by actually doing the repairs.

33:12  
We have a managed repair program that helps them get back.

33:15  
And so I just think that's really awesome.

33:17  
And that's my little soapbox around like why claims is super cool, Like super, it's super cool.

33:22  
Like I'm so old.

33:23  
It's really, it's really cool.

33:25  
I love what we get to do.

33:27  
And so hopefully you'll find a wherever you guys, whatever direction you land into, hopefully you know, you'll find that passion like Wes and I have for this business called claims.

33:38  
Yeah.

33:39  
So I'll, I'll touch on the next couple of slides.

33:41  
So this kind of works on 2 fold.

33:44  
So as you guys are plotting your future and trying to figure out where you may live, take a look at this.

33:50  
This is the tropical storms up to Category 5 hurricanes over the last four years.

33:57  
As you can see kind of in the bend of Florida, which I know a couple people are in that area, in the tally area, certainly a an area of high activity.

34:08  
But this is just really to illustrate, you know, in conjunction with that policies enforce map that KT shared on the the previous slide, you can see this is an incredibly active area.

34:20  
So us being there for that bad day that KT talked about is so key.

34:27  
And realistically in today's, you know, helter skelter weather environment that we're navigating, you can see that, you know, our services are more needed than ever.

34:41  
KT let me, yeah, you can cop a couple forward in the interest of time and I can talk a little bit about the claim.

34:48  
So because most of you have been really pretty fortunate and not had to experience a claim personally, statistically speaking, you all will at one point or another if you either own a vehicle or a home at some point.

35:08  
So we thought it would add some value to kind of walk you through the existing process we have at a high level.

35:15  
And certainly we forgot to mention this ahead of time.

35:18  
But if you do have any questions along the way, feel free to hop in or throw any questions you have into the chat.

35:26  
And either KT or myself do our best to either incorporate that into any of the explanation we're providing on the slide and or respond to in chat.

35:37  
So after a loss, you'll, so basically a policy holder will proceed to provide notice of that loss.

35:47  
Now at Sage sure, there are three channels they can use.

35:50  
They can use their agent, they can use the my Sage sure, which is a basically online account that we monitor and facilitate.

36:04  
And the third one is we have a call center.

36:06  
So either way, regardless of the channel that's chosen, the person that experienced the loss will call in and or type in the details of the loss.

36:19  
Hey, I had a water loss.

36:20  
I was at the beach with my family and I had a water loss at the same time.

36:26  
Behind the scenes, our system is aggregating the information associated with that policy and then really creating a claim in our claim system from that that point on, once all of the administrative details of that loss are captured, that information in conjunction with the policy information will flow into our snap sheet, which is our claim system of record snap sheets.

36:58  
Pretty slick.

36:59  
And what it will do is automatically identify the right claims adjuster.

37:05  
And a claims adjuster is the individual that a policyholder will work with to figure out what's payable on their claim.

37:13  
So snap sheet, our claim system will take all the information from the first notice of loss or FNOL, you'll hear pretty frequently and the policy jam that into our claim system and then using some intelligence that's built in will identify the primary adjuster to handle that type of loss.

37:36  
The way that we do it in the claims in our claims department is certain adjusters have different specialties, right?

37:43  
So if you have a home that has a water loss where you got a little water on the floor, that's going to be handled by a different set of adjusters than if you were to have, you know, a house burned down.

37:56  
So our claim system will identify the optimal resource and then route the claim there.

38:01  
Thereafter, the adjuster will, when you give a notice that they received the claim, they'll take a look at all of the information that had been captured today and then they'll reach out to the customer establishing voice to voice.

38:16  
Once the insurer or once the adjuster is able to substantiate all of the documentation that had been captured today, they'll investigate the loss, which is basically giving, given the complex policy language, the adjuster will take the facts of loss and really run it through that policy to determine what is or is not payable.

38:45  
In some cases, what we'll have to do is send somebody out to actually take a look at the property.

38:51  
In that instance, that adjuster, field adjuster in this instance will write an estimate that will document all of the known damage.

39:00  
So once the originally assigned adjuster receives that report, they'll contact the customer, review what's payable, and then execute the payment associated with that.

39:13  
We pride ourselves on being fast and accurate, but we definitely, definitely, definitely really, I drive home, certainly with my adjusting teams, the importance of that voice to voice, right?

39:29  
Because KT had said earlier and adjusters know this well, usually you're talking to somebody who is experiencing incredibly terrible day.

39:41  
Now, whether that's a small water loss or a fire loss, most people only have this about once every 10 to 30 years.

39:52  
So we in the claims department view this as an opportunity to really express the value that Sage Shore brings to the partnership we have with our customers and our carrier partners.

40:08  
I miss anything on that.

40:08  
KT No, you didn't.

40:13  
It's it's it's interesting too, like and the lab y'all's perspective over over time, like.

40:21  
When W talks about like voice to voice, it's actually that's something him and I talk about routinely and talk to other leaders like, is that the best way?

40:29  
Sometimes because some people and we've seen an evolution in this overtime, they don't want to talk to anybody when things go bad, they're like, just text me.

40:36  
I can't, I can't deal with it.

40:38  
And so how do we bridge that gap and learn through like how we do that and do that with people who that's their preferred way versus because we want to be, we want to exude empathy in all these spots, right?

40:50  
Like we want to make sure they understand.

40:52  
We know you're going through a tough time and it sucks and we're here to take care of you.

40:57  
And sometimes of like voice to voice.

40:59  
We want them to hear that in our voice.

41:01  
And that's why it's been so important to us for, for so long.

41:04  
But like, we have to like stay, stay attuned to the trends.

41:08  
Like can we shift from that and still exude the same level of empathy and get the same level of results that we want?

41:14  
And that's still an ongoing discussion because we're we're, we're still learning from our customers because this is a very different market than some other traditional carriers where, you know, that gets spread out across the country.

41:31  
Awesome.

41:31  
OK, let me keep swimming.

41:33  
So let's talk about some of the things we did here, like these words.

41:36  
There's some acronyms here in insurance.

41:38  
If you haven't figured this out, we love some acronyms, but this is just kind of highlighting some of the things that we've done and that we're doing.

41:48  
And so we talk about this enhanced PMO highlight.

41:50  
Well, that's BMY.

41:51  
But BMOY is, is a tool we built internally called the Preferred Method of Inspection, which sounds super cool, right?

41:58  
Like that sounds awesome and amazing.

42:01  
Yeah, not really, but it's important.

42:03  
So what a method of inspection does is it allows us to pick the right way to go figure out the type of damage that they have and that we're using the right resources for the right type of claim.

42:13  
So Wes talks about a couple different types of claim.

42:15  
There's simple claims like my ring was stolen versus my house burned down.

42:22  
And so you'll have different resources that might estimate what that damage is.

42:26  
Sometimes it's a desk person who got the desk can evaluate how much my ring cost and they can use the Internet and figure that out and pay me based on that.

42:34  
When I have a water loss, we might need to send somebody out to actually physically inspect the home.

42:40  
And then there are other times where we have a managed repair network, which may be the best solution for our insurance.

42:44  
So what the method of inspection this tool does is it allows us to give the proper recommendation for the adjusters so that it doesn't all have to sit up here in their head and that we're picking the right resource for the type of loss it is, where it is and leveraging the resources we have in different areas.

43:00  
So that's been, you know, something we've been passionate about because adjusters typically will pick what they that's easiest for them, then it might not be the best for the company or for the policyholder.

43:11  
So this kind of helps take that burden off their brain and take that off their plate to figure out and then optimizes what we pick.

43:20  
So something like that, that's a homegrown tool.

43:22  
That's something that was in all of our minds when we started.

43:25  
We built a iterative version of it two years ago using some Microsoft tools and it was rudimentary but worked.

43:35  
And then we engage with our software team and they've helped make it bigger and integrate it into other tools to tap into a dispatch that figured out the right resource and does all this really cool behind the scenes stuff.

43:46  
And so that's, that's one of the many things here we're we're looking at embedding AI at first notice of loss, which is when Wes talked about when they call and report the loss today, the large portion like around 80% on a, on, on an average call in claims, most people call, they call a claim in, we get about 20 to 30%.

44:08  
It picks up during a large scale catastrophe, more people will go online or go to their agent.

44:14  
But what during a large scale catastrophe, like we can't answer the like when 7000 people were calling Sage sure, last July, there aren't enough bodies to answer those calls.

44:23  
So people sit in queues and do things.

44:25  
And so we're working with the company to build a first notice of loss experience that uses a virtual agent that can take that information.

44:32  
So I'm sure everyone here has probably talked to a virtual agent.

44:35  
It asks you all the questions and then it creates the claim for you.

44:38  
And it's going to be amazing.

44:39  
So we're super excited about that because that's going to help us eliminate how much time people are spending reporting the claim and getting the claim in the system and moving down that path.

44:47  
Wes talked about a lot of this.

44:50  
What you see here is all of this is really continued to focus around how we plan and take care of cats from reinforcing our vendor relationships.

44:58  
We need vendors who'll show up when crap hits the fan, like when there is when it's pouring down rain and everyone's knocking on their doors and everyone does knock on the same doors to say, hey, can you come do this work for you?

45:10  
For us?

45:11  
We want them to say, I'm a work for Sager.

45:14  
And so that requires some, you know, meeting, greeting, kissing babies, all of that stuff to make sure that they know that they're a value partner for us and that we're paying the value that they deserve in the market and that we're going to pay them that so that they show up.

45:27  
But also making sure like that we're looking at their files and they're doing quality work because we don't want people showing up and just paying money left and right.

45:33  
They have to do good quality.

45:35  
So we're expanding how we do that.

45:37  
We've also created a model that helps us fast track certain claims.

45:41  
We don't call it fast track to everybody else because legislator, like regulators get weird about words like fast track.

45:48  
But we can tell you guys it just means that we've identified certain criteria.

45:52  
They're simple claims that are going to close fast.

45:55  
And so you can isolate that to a group of people who may not be adjusters.

46:00  
So like maybe an intern group, we can teach you how to do that real fast and you can process these fast track claims and that allows us to keep that noise away from the adjusters who need to be focused on the higher complexity things as well as building out greater insights into our catastrophe response.

46:17  
We have a command center that we send out notifications to like gosh, how many did we send out for BARREL?

46:23  
We probably sent 50,000 messages out to people who could have packed it before the hurricane hit.

46:29  
So we have a proactive approach to say, hey, hurricanes to come in.

46:33  
If you need us, we're here for you.

46:34  
But get yourself ready.

46:35  
Here's some tips and tricks for hurricane preparation.

46:37  
And then after an event, we isolate where it hit and we start sending proactive messages to people, say, hey, it looks like you, we're in the path, we're here to help.

46:48  
You can file a claim here.

46:49  
And at the same time, we have aerial imagery.

46:52  
We have planes that are flying with one of our partners that is taking pictures and we are analyzing those images to see if they have damage and we're sending those copies of those images.

47:01  
So it's really exciting the initiatives that we're doing because it's all to take care of our policyholders.

47:07  
And then we're hiring folks.

47:08  
So if you are looking for a career when you get out of college, when you're done, and this all sounds super awesome and exciting, we're here.

47:17  
We're hiring folks now and we're creating specialized teams to enhance the skills of those we've hired to teach them more and grow their experience.

47:26  
Yeah, for sure.

47:27  
So to leave a couple minutes of questions just in case, I'll touch really quickly on some of the things we've done to prepare for our hurricane season, which we're, as I mentioned earlier, currently in.

47:41  
So to Katie's point, as we continue to evolve, we figured out, you know, specialization and really having the right adjuster handle the right types of claims has been something we've invested in because we're new too.

47:55  
We started to hire throughout kind of the middle management ranks within the claims department to provide better oversight for these types of losses.

48:08  
One of the things that we generated on an annual basis is a major catastrophe response plan, which is basically, hey, through a partnership with some of our modelling partners, we identify what is the worst case that we could be facing in an instance of a large hurricane.

48:28  
So we have a plan that we've continued to refine as variables change.

48:34  
And then lastly, KT talked on this.

48:37  
It's incredibly important for us as an organization that will have these big surge events such as major hurricanes.

48:45  
We don't staff to those levels under normal circumstances.

48:50  
So we really doubled and tripled efforts with vendor partners to be able to ensure that we will have all of the people necessary to fulfill in in those types of events to fulfill our obligations under the policy.

49:08  
So that is our whole show.

49:12  
Are there any questions anybody has about claims or anything we had mentioned today covered it all.

49:24  
All right.

49:25  
And I asked how many of you didn't, how many of you just learned something like a lot of brand new information?

49:31  
Well, did you know all this about claims?

49:33  
Say it.

49:33  
You can say it in the chat.

49:36  
Is it brand new?

49:39  
Did you even know that this was happening behind the scenes?

49:41  
Cooper has a question or he's raising a hand and saying it was brand new.

49:44  
I'm not sure.

49:45  
Cooper learned a lot.

49:49  
Brand new.

49:50  
Yeah, it's fascinating.

50:00  
That's good to see.

50:01  
Yeah.

50:02  
If if you've been fortunate enough not to have a claim, it's it's great, may your fortune continue.

50:10  
But you know, if if you are the average, which we all are and long enough scale, it's important to understand these processes.

50:18  
In fact, I've got a text from my brother and one of my close friends about insurance claims here just today.

50:25  
So yeah, I appreciate you guys taking out some time for us to share our story throughout your internship.

50:37  
Definitely encourage you to ask questions, you know, get to get to know and learn about different areas of this organization because as I had mentioned, so many different opportunities.

50:51  
And if you have any specific questions on claims going forward, feel free to reach out to KT or myself via chat or e-mail.

51:00  
Be happy to help you out in a way we can.

51:04  
Yeah, it was.

51:05  
We're just an IMOA.

51:07  
If you need anything.

51:08  
I did put in chat, but I sent the gift cards out.

51:11  
Cooper got 5 bucks for his assist, everybody else got 10 'cause I know you can't buy anything at Starbucks for $5 anymore.

51:19  
Well, maybe a cake pop, but you buy a regular coffee, can't you?

51:23  
I don't know.

51:24  
It doesn't feel that way.

51:25  
No, they don't need to at all.

51:29  
Maybe.

51:29  
Maybe.

51:31  
Thank you both so much for your time and for investing in our program.

51:35  
You bet.

51:37  
Thank you.

51:38  
Thanks, everybody.

51:39  
Thank you.

51:40  
Bye.

51:40  
Everyone on internship.

51:41  
Thank you.

51:41  
Thank you.

51:42  
Bye.