**2019 Claims Department Goals**

Manager Name: Jeffrey Leung, SVP – National Claims Manager

**Objectives:** (1) Continue to focus on areas to increase efficiency and decrease expenses/losses; (2) Improve communications at all levels by (a) Development of Claims Liaison position to improve communications between WFG and Agents; and (b) Improving Claims Department and Direct Operations, and Underwriting; and (3) Maximize the use of the new claims system to utilize claims data.

(1) **Continue to focus on areas to increase efficiency and decrease expenses/losses**

* Reduce volume of engagement of outside counsel for curative claims, investigation and/or coverage; need to evaluate percentage of claims which utilized counsel, and evaluate expenses paid in 2018; based on that analysis, review and adjust potential costs based on potential increase in 2019; goal is to reduce volume and expenses by 10% on an adjusted basis
* Revamp invoicing process and build process into new claims system; optimize claims system and the new litigation system to analyze opportunities to reduce claims and litigation expenses
* Work with Litigation Manager to implement process of requiring budgets and regular quarterly oversight (or as frequently needed) to ensure cost management of pending litigation
* Develop discernable methods of accountability by utilizing claims data (as discussed below) to improve work flow in the claims department and provide usable feedback to direct and agency operations.
* Greater utilization of claims system to monitor claim trends, losses paid by branch or agent, expenses paid to outside counsel
* Review staff responsibilities to promote additional responsibilities and increase productivity of claims management
* With increased volumes of litigation files, Claims officers/attorneys’ may not effectively monitor budgets and expenses. Utilizing technology (new claims and litigation systems) will help manage expenses
* Improved processes within the claims department will result in the ability of the claims officer/attorney to focus issues of the claim file and administrative or unrelated issues

(2) (**a) Development of Claims Liaison position to improve communications between WFG and Agents; and (b) Improve communications between Claims Department and Direct Operations and Underwriting**;

(a) **Development of Claims Liaison position to improve communications between WFG and Agents**;

* Ensure success of Claims Liaison by proactive responses to agent issues, claims loss ratios, claims training, etc.; Focus primarily on improving communications with Agents regarding claim issues
* Continue to develop claims prevention training at all levels
* Continue to develop claims prevention training

(b) **Improve communications between Claims Department and Direct Operations and Underwriters**

* Improve communications with direct branches on loss review and recoupment process
* Outreach to all WFG underwriters of claims awareness and improve issuance of bulletins to direct and agent operations
* Continue to develop claims prevention training
* Improve communication of claim awareness with branch operations to know areas or topics which need further training

(3) **Maximize the use of the new claims system to utilize claims data**

The new claims system has yet to be utilized to maximize the claims data. Obviously, the claims data provides feedback on numerous areas such as, but not limited to, types of claims, frequency, agent volume, claims volume as a whole and by handler, losses and expenses, etc.

The goal is to create new uses of the data to not only improve objectives (1) and (2) above, but to create sub-applications or reports that provide (a) immediate feedback of claims productivity for curative v. material claims; (b) use of claims data for other business units or clients, such as lenders, real estate brokers, settlement agents, default services, lender services, etc; and (c) additional support as part of the development of resource management tools or product development, such as evaluating trends or weaknesses in risk management.