




Charles Taylor Global Third Party Administrator

Improving outcomes,
one claim at a time




Leading the way with Charles Taylor, your Global TPA Partner

Charles Taylor Global Third Party Administrator (TPA) combines decades of knowledge with a forward-thinking and innovative approach to claims management solutions.

We recognize that companies often have varied and complicated risk exposures. When it comes to claims, we know how important it is to understand

a client's business, specific risks and industry requirements. In return we will partner with our clients to enhance the claims journey for their customers.


From simple, automated claims through to complex, specialist claims, regardless of loss we can support every part of the claims journey.



Offering an alternative to typical Global TPA Solutions

We offer bespoke claims solutions for both specialized and general coverages, allowing our clients to have a single global provider for all of their claims needs, leading to streamlined reporting and continuity of claims solutions.

We deliver superior value by offering customised, innovative claims solutions, across all classes of business, provided by a deeply knowledgeable and experienced team of claims experts.



Established global expertise

Our experienced Global Team has a proven track record of partnering with our clients to drive down both cycle time and indemnity spend, through cost containment and efficient claims handling across all classes of business.

With offices in the UK and USA and Centres of Excellence across the globe, our team is always on hand to support clients in their time zone and in their preferred language.

With our 24/7/365 Multi-Lingual call centre you will always be able to reach us wherever you are in the world and whatever your need may be.

Supporting clients, every step of the way



24/7/365
Multi-Lingual
First Notice of
Loss Call Centre



Designated claims
handling teams, special
investigation unit,
managed care solutions



Strict regulatory
and compliance
management



Detailed banking and
claims payments



Robust data, analytics
and reporting



Real-time claims
management systems

Technology to power the future

We deploy technology to deliver efficient claims handling processes, helping to manage and reduce total cost of risk. Our highly customisable and fully electronic claims management software allows us to provide clients with bespoke reporting and data analytics, helping to reduce costs, increase productivity and allow for full claims transparency.

With expertise at every level of the claims journey, we provide our clients with:

- Multiple FNOL options including:
 - 24/7/365 Multi-Lingual call centre
 - ENOL via a portal
 - Automatic intake of data through API Links
- Extensive MI and Reporting Capabilities
- Intelligent technical infrastructure to support human expertise - automation where it makes sense, the human touch where it's needed
- Integrated fraud measures to mitigate risk
- Surge capabilities and capacity with proven success



For more information

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