



# Charles Taylor Third Party Administrator

Improving outcomes,  
one claim at a time



# Leading the way with Charles Taylor TPA

Charles Taylor 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 unique 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, and in return enhance our clients' customer experience.

# Charles Taylor offers an alternative to typical TPA solutions

Charles Taylor provides customized solutions for businesses, insurers, MGAs and brokers. We serve many specialty industries and address a variety of business lines including state and federal workers' compensation, general liability, property, professional liability, business interruption, marine, construction & engineering, and cyber claims.

We know that clients prefer a single provider with experience managing a range of risks, efficiently and effectively. With our industry expertise, global presence, exceptional quality controls and intelligent systems, we offer exactly this.

# Established expertise

We work across multiple business lines and insurance programs; minimizing costs and providing detailed management information and analysis.

Our claims handlers bring superior technical knowledge and commitment to every claim, working to provide the very best possible outcome, while carefully managing the overall costs for our clients.

# Offering details, every step in the process



24/7 First Notice  
of Loss



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 use cutting-edge technology to better manage claims costs. During every stage of the claims management process, we are committed to achieving swift, effective and economical resolutions.

From first notice of loss to claim resolution, our teams work at pace, constantly ensuring meticulous attention to detail. We harness the benefits of this ethos combined with future-proof technology to help transform our client's business.

Charles Taylor can provide flexible, customizable solutions without breaking budgets.

# Workers' Compensation specialty

**When an employee is injured at work, their employers want them to get the best possible medical attention quickly and efficiently, to help them return to productivity.**

We recognize each claim's unique circumstances calls for individual analysis and management. The challenge is to control costs while delivering the highest level of care to employees - and, of course, providing a prompt resolution.

With the client's needs at the center, we:

- Work collaboratively to design a program that best fits clients' needs
- Support injured employees to ensure they receive the right care, at the right cost, at the right time
- Provide timely and transparent communications with all stakeholders
- Provide national coverage to meet individual requirements
- Utilize the best in managed care solutions

## Charles Taylor in Action for Maritime Clients

Charles Taylor is a premier global provider of marine claims management. Every year we manage more federal, state, and Jones Act workers' compensation claims for maritime clients than any other TPA.

Since 1986, Charles Taylor has managed more than 135,000 Longshore and Jones Act claims in the U.S. We currently manage marine claims in every U.S port and jurisdiction.

Our decades of insurance and marine operations experience make us the first choice for clients.

## How Charles Taylor can help clients



Deep industry expertise in a variety of business lines



Local expertise and delivery, with a global presence

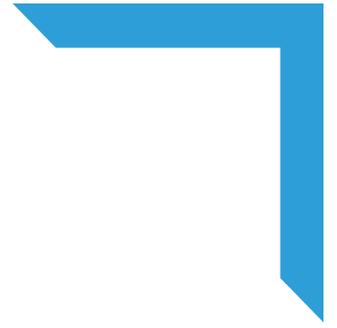


Exceptional quality, customized service and better outcomes



Future ready technology solutions





## For more information

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