



ONE CLAIM.  
ONE TEAM.

INTRODUCTION TO  
MD CLAIMS GROUP



## Introduction

We are a company created by claim managers and adjusters with the understanding that there is no substitute for knowing an industry inside and out. At MD Claims Group we are united by a strong set of values, centrally focused on the unique needs of each of our clients. Our management team and adjusters draw upon years of direct, front-line experience as well as deep industry knowledge to ensure our clients' success in delivering exceptional claims adjusting services to each of their customers. As a dedicated supplier of claims adjusting services, we understand every client's requirement to service their customers with a company that optimizes its technological capabilities and personnel to deliver cost effective claims adjusting and quality assurance services.

Innovation demands that we constantly look around the next corner to ensure we are providing capabilities that our customers want. Innovation, training, and economic growth are intertwined. To remain competitive on the national stage, we must ensure that each remains vigorous and healthy. More strategically stated, we are focused on game-changing innovation; keeping our existing service capabilities fresh while continuously developing capabilities for the future.

## Your company is unique and so is MD Claims Group

We provide a broad base of services delivered by professionals having experience from the carrier, broker and independent side of the claims adjusting business. We build on many years of experiencing the vendor, the agency and the carrier's ever evolving challenges and opportunities. We respond with a "Forward Vision" concept that allows MD Claims Group the freedom to rapidly adapt through collaboration with our clients, innovation and technology while remaining aligned with the best principles and practices in claim handling.

## Our "Forward Vision" concept is a company culture designed to:

- Recognize and understand emergent trends, innovations, and technologies in our industry.
- Work closely with clients to gain understanding of their unique service requirements.
- Solicit and examine multiple customer centric solutions enterprise wide.
- Support an environment in which our exceptional people, knowledge creation, and adaptive capabilities can thrive.
- Create competitive advantage by remaining customer centric, adaptable and collaborative.

By working closely with our clients and listening to their unique service requirements, we deliver a "One Team" daily claim service solution that helps reduce costs and increase efficiency in claim handling. In addition, we are able to provide client specific quality assurance services and are ready to discuss those with you should you have any specific needs or requirements.

## Our claims service solution is simple: One Claim, One Team

MD Claims Group employs a seasoned professional team of adjusters, centralized claim handlers and claim managers specializing in your policies and procedures. Strategically located to deliver expeditious local service, our "One Team" philosophy ensures each claim is handled quickly and settled fairly by caring, compassionate people.

As a representative of your company, we engage every policyholder and every activity with the highest level of integrity, professionalism and experience. MD Claims Group understands the impact of our customer service role in strengthening the relationships and connection between your policyholders, agency representatives and your staff. Simply put, we provide the "One Team" necessary to seamlessly interact with everyone involved in a claim process. MD Claims Group delivers both daily claims coverage and catastrophe claim services throughout our continuously expanding claim coverage area.

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## Conclusion

For our clients, we build on many years of understanding their specific challenges and opportunities, and we respond by remaining aligned with the best principles and processes of claim handling in our industry. However, MD Claims Group's delivery of service is constantly evolving and we are continually searching for the best ways to execute our customer centric strategy. This evolution of services is welcomed by clients seeking to provide the personal attention necessary to enhance their customer's experience while reducing caseload volumes. What does it require to consistently execute a customer centric strategy? We believe it requires:

- Working closely with clients and listening to their unique service requirements.
- Recognizing the power of using the latest innovations in technology for solutions in claims handling.
- Supporting clients with exceptional people who are seasoned, experienced, and professional adjusters.
- Helping reduce costs and increase efficiency by ensuring our response to client demands is prompt, precise and cost effective.

We accomplish this by dedicating ourselves to the continuous improvement of our people and technological resources. The outcome is our ability to offer a seamless interaction with our clients' existing staff and claims management systems in the delivery of our services. As such, an exclusive claims staff is offered as an integral part of MD Claims Group's ability to meet your requests and execute our customer centric strategy.

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