

# Administrative Strategies

We Deliver on  
the Promise.

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We put peoples' lives back in order by quickly and accurately performing field and desk adjustment of insurance claims after a loss. Our claims professionals respond with compassion and integrity to deliver on the promise the carrier made when the insurance policy was sold.

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# Always Looking Forward

Administrative Strategies is always looking for ways to continue our education, growth, and contribution to both the insurance and business community.

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We believe in lifelong learning

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**2017**  
Graduate of Allstate Mentoring Program (AMP)

**2017**  
EY Entrepreneur of the Year Finalist – Ohio Region

**2017**  
50 Fastest Growing Women-Owned/Led Companies – Women’s Presidents’ Organization (WPO) sponsored by American Express (number 43)

**2018**  
EY Entrepreneur of the Year Winner – Midwest Region

**2018**  
50 Fastest Growing Women-Owned/Led Companies – Women’s Presidents’ Organization (WPO) sponsored by American Express (Number 19)

**2018**  
Indianapolis Business Journal Fastest-Growing Companies (Fast 25) – Ranked #2

**2019**  
Graduate of the Tuck-WBENC Strategic Growth Program

# About Us



Our Mission is to Put Peoples Lives Back in Order



Administrative Strategies is a woman-owned claims servicing firm established in 2010. We provide Business strategies, solutions and consulting services with unparalleled quality, service and compassion.

Our value-added service, experience, open communications and “can do” spirit equips us to build on the strong foundation we have established and allows us to deliver exemplary services to all our business partners.

Our mission is to put people’s lives back in order by performing field and desk adjustment of insurance claims after a loss. Our claims professionals respond with compassion and integrity to deliver on the promise the carrier made when the insurance policy was sold.

Since inception, our claims professionals have handled over 20,000 field claims, over 35,000 file examinations / desk adjustments and provided insurance carriers with teams of file examiners / desk adjusters to augment their staffing needs during catastrophe situations. Our specialty claims unit has assisted over 200,000 pet parents with their pets’ medical bills and over 50,000 travelers whose vacation plans were interrupted. We have worked every hurricane beginning with Irene in 2011 through Hurricane Imelda in 2019. We operate on a national scale and our field adjusters have handled claims in 49 states, the Virgin Islands and Puerto Rico.



# Meet Our Leadership Team



**Linda Sullivan**  
President & CEO



**Gregg Hultquist**  
Director of Operations



**Jim Gardner**  
Operations Manager



**Ross McClain**  
Claims Director



**Leonard Bell**  
Claims Manager



**Lecky King**  
File Examination Manager



**Rick Gardner**  
Claims Manager



**Melissa Findley**  
Data, Analytic & Training Dev



**Hal Peterson**  
Director of Business Dev



**Stephanie Marler**  
Claims Manager



**Jeff Queen**  
Claims Manager



**Vedra Jackson**  
Project Manager



With over thirty years of insurance experience, we provide business strategies, solutions, and consulting services with unparalleled quality, service and compassion.





# ADMINISTRATIVE STRATEGIES SUPPLIER DIVERSITY PROGRAM

As a woman-owned, WBENC Certified company, Administrative Strategies is committed to providing a workforce that is as diverse as the policyholders we serve.

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We actively recruit women, minorities, LGBT, U.S. veterans, and team members of all ages in all roles within the organization. We respect and solicit differing viewpoints from all team members and strive to create an organizational environment where all members feel comfortable sharing and contributing to the team.

Administrative Strategies' training and coaching includes emphasis on inclusion and respecting differences in others.

Administrative Strategies seeks to do business with partners who also are committed to inclusive diversity.



**ADMINISTRATIVE  
STRATEGIES**

## 4 CORNERS OF DIVERSITY

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**RESPECT FOR OTHERS**

**INCLUSION FOR ALL**

**FAIRNESS IN ALL INTERACTIONS**

**PROMOTION FROM WITHIN**





# Capability Statement

Administrative Strategies, LLC provides business strategies, solutions, and consulting services with unparalleled quality, service and compassion. Our value-added service, experience, open communications and “can do” spirit equips us to build on the strong foundation we have established and allows us to deliver exemplary services to all of our business partners.

## FLOOD INSURANCE CLAIMS

- Nationwide Service Area
- National Flood Insurance Program (NFIP)
- Write Your Own Claims (WYO)
- Private Flood
- Experienced, Certified NFIP Flood Adjusters
- Residential, Commercial, Mobile Home, RCBAP
- File Examination & ICC Claims Handling

## DAILY HOMEOWNERS, COMMERCIAL & CASUALTY CLAIMS

- 24/7 availability
- Nationwide Service Area
- Experienced and Trained Professional Adjusters
- Homeowners, Commercial and Large Loss Claims
- Casualty Claims
- Our CMS available for your examiners to view

## SPECIALTY INSURANCE CLAIMS

- Travel Insurance
- Pet Insurance
- Customized training and certification training

## TEMPORARY EXAMINERS

- National Service Area
- Experienced and Trained Professional Examiners
- Homeowners, Commercial and Large Loss Claims

## THIRD PARTY ADMINISTRATION

- First Notice of Loss (FNOL) and Field Claims Handling
- File Review (Commercial, Personal or Flood)
- Desk Examination and Claims Audits (All Lines)

## CATASTROPHE RESPONSE

- National Roster of Personnel
- Teaming agreements; Locally, Regionally, Nationally

## PROFESSIONAL & MANAGEMENT DEVELOPMENT TRAINING

- Courses Certified for State CE Credits
- Training for Independent Adjusters, Insurance Carrier
- Personnel, & Management
- Client driven online training programs

## NAICS CODES:

524291 Insurance Adjusting  
524292 TPA Insurance  
524298 Other Insurance Related  
541350 Building Inspection Svc.  
541360 Geophysical Servicing & Mapping  
541611 Management & Consulting  
541612 HR Consulting  
541618 Other Mgmt. Consulting  
561110 Office Administration  
561320 Temporary Help  
561611 Investigative Services  
611430 Professional/Management Development Training.

## COMPANY DATA

**WOSB**

**Woman Owned Small Business**

**WBENC — Certified WBE**

**CAGE 6CRG7**

**DUNS 968058433**

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www.administrative-strategies.com

# Our Values

Integrity and Sincerity  
Openness to New Ideas  
Leverage Technology  
Aggressive Cycle Times  
Quality Work Product

Experienced Examiners  
Transparency  
Proactive Adjuster Management  
Partnerships for the Long Term  
Highly Experienced Management

## Administrative Strategies is Here to Help.

### **NATIONAL FLOOD INSURANCE PROGRAM (NFIP), WRITE YOUR OWN (WYO), EXCESS FLOOD, AND PRIVATE FLOOD CLAIMS**

Utilizing experienced, licensed NFIP flood adjusters, Administrative Strategies has the capability to handle any type or size flood claim. From residential or mobile home to large commercial or RCBAAP, our adjusters have the experience you need. Our services extend to ICC claims handling, file examination and projects requiring utilization of General Adjusters (GA) and Executive General Adjusters (EGA) services.

### **DAILY HOMEOWNERS, COMMERCIAL AND CASUALTY CLAIMS**

We have dedicated highly experienced professional adjusters who are trained and ready to manage the simplest homeowners claims to the most complex commercial claims anywhere in the continental US. We are able to deliver claims to you quickly accurately using the estimating platform of your choice.

### **SPECIALTY INSURANCE CLAIMS**

Our specialty claims unit has assisted over 200,000 pet parents with their pets' medical bills and over 50,000 travelers whose vacation plans were interrupted.

### **TEMPORARY EXAMINERS FOR BOTH DAILY AND CAT SITUATIONS**

We have available highly experienced examiners who can come to your office or work remotely on your claims allowing you to get over those high-volume periods quickly and efficiently.

### **CATASTROPHE RESPONSE**

When disaster strikes, Administrative Strategies is here to help. Whether you are an insurance carrier, public or self-insured entity, we can assist you with your residential and commercial claims by providing adjusters, examiners, inspectors, team leads and/or the management resources you need to handle any situation. Our team is ready to quickly respond with compassion and unparalleled quality and service.

### **THIRD PARTY ADMINISTRATION**

Our commitment and experience has uniquely positioned us to assist you with your third-party administration needs.

The lessons we learned from working with BP on the administration of five Gulf States Realtors' 2010 Oil Spill Claims, National Flood Insurance Program (NFIP), and the Florida Insurance Guarantee Association (FIGA) are invaluable as we partner with you to handle your requests. Rest assured, we can handle your administration needs:

- First Notice of Loss (FNOL)
- File Review (Commercial, Personal, or Flood)
- Desk Examination (All Lines)
- Field Claims Handling (All Lines)

# What Sets Administrative Strategies Apart?



Team-Based



Innovative



Collaborative



Insightful Data



Customer Focused



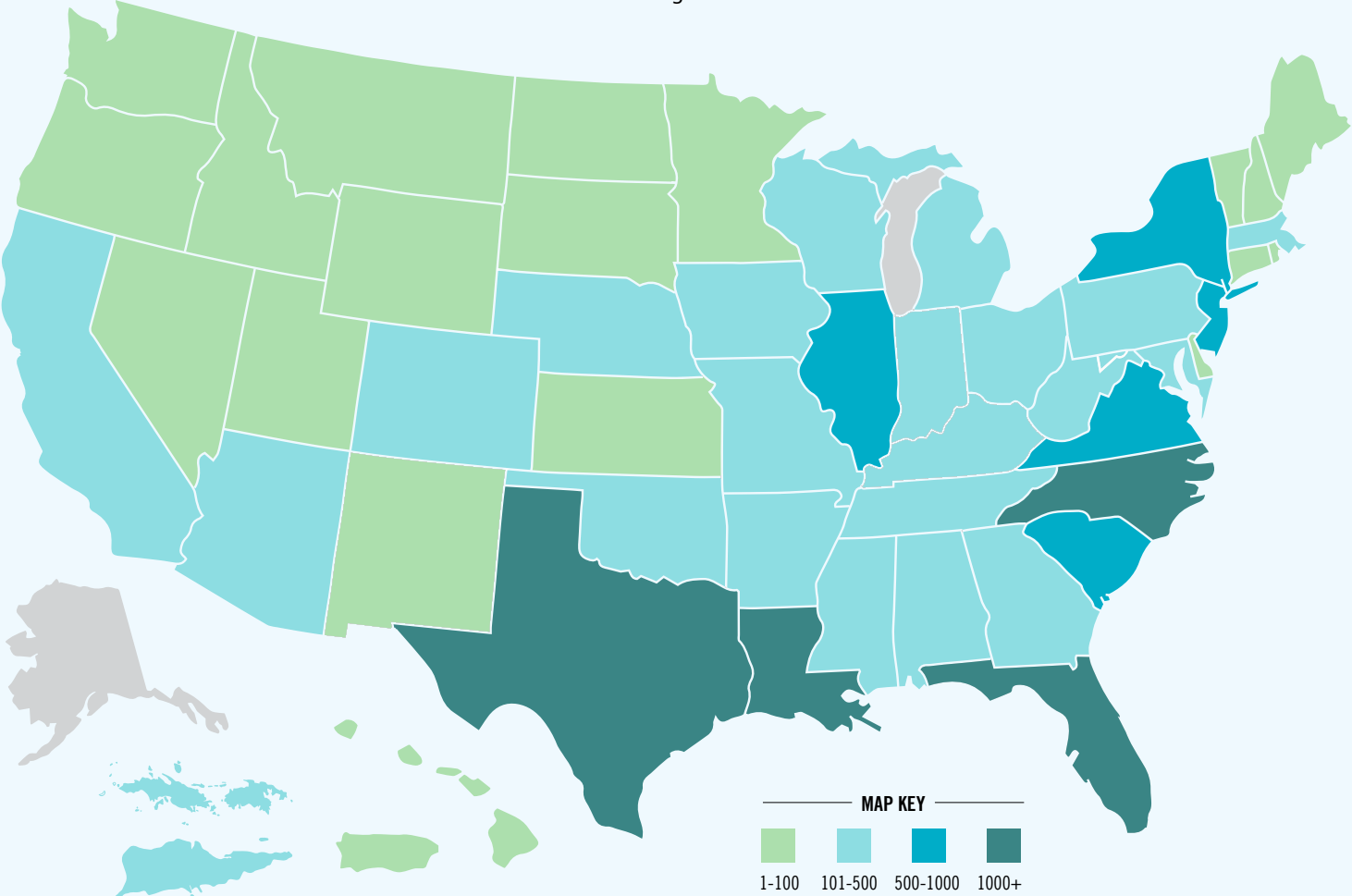
Coaching

- Collaborative team-based approach
- Utilization of Visual Intelligence tools including ClaimXperience and Encircle
- Adoption of innovative technology for scheduling inspections
- Customer Claims Champion to assist and guide policyholder throughout claims process
- Customer service surveys to grade both Examiners and Field Adjusters to facilitate service improvements
- Use of Contents Specialists to document and value inventories
- Field Adjuster Photo ID cards
- Adjuster Digital Business Cards complete with photo and contact information
- Initial automated email with Field Adjuster assignment and contact information for the customer
- Call center pre-calling to facilitate immediate needs, communication and Field Adjuster contact information
- Extensive on-line education library available free to Adjusters, Examiners, and staff
- Adjuster/Examiner Quarterly Scorecard for coaching opportunities
- Executive/Examiner/Adjuster dashboards for optimized performance



# Claims Handled Per State

Data through November 2019



## Our Roster

As of 2019

### 2506 Total Adjusters

- 1110 Flood Certified
- 876 Property Adjusters
- 773 Desk Adjusters / File Examiners

# Testimonials

“We could not have been happier with our adjuster. He was polite, explained everything, very personable, has kept in touch with us by email on everything that is going on, someone that we would like as a friend and definitely someone we would call if we ever got flooded again.”

“Our adjuster was very prompt in making contact and setting up our meeting to see my damaged home. She was very assuring that my claim would be handled professionally and fairly. Her comments and questions let me know how versed she was in handling a flood claim like mine. I felt confident that the estimate of my damages and my settlement would be handled as quickly as possible. I would say that our adjuster conducted herself as a true professional in handling my claim, and she was a pleasure to work with.”

“Our adjuster was extremely knowledgeable in the entire claim process! This being my first business claim, I was hesitant how this would go. Our adjuster answered every question I had, was available anytime I called or emailed or responded within that day. It was nice having an adjuster that made you feel like they "care" about you and your loss and not just looking at this as a "job" or "income," it was more than that. Thank you for your extreme professionalism, patience with all my questions, organization, the list could go on. Your team is very lucky to have you work with them!”

“Everything went great. My adjuster really went above and beyond to make sure we understood things. He made us feel much better. Also the staff we spoke with over the phone was also excellent. Thanks everyone.”

“Our adjuster turned a horrible situation into a tolerable one. He is kind, courteous and detail oriented. He is one of if not the finest service individuals our family has ever dealt with. ”

# Testimonials

"My claim adjuster really helped me through this tough experience. I was quite emotional and upset about the whole hurricane and how it affected me and my neighborhood and everyone's life and personal property. I had expected to have a difficult experience with the insurance claim but she was so thorough and professional it was quite a relief for me. I really do appreciate her - and the others that handled my claim. They actually helped bring a little comfort to the whole situation and I am very grateful for that."

"Excellent customer service and am very satisfied. Keep up the great work!"

"Extremely competent assessment of damages made"

"Our adjuster was extremely professional, thorough and courteous."

"Our adjuster was so patient with me even knowing that I was in complete shock over what had occurred. He cared...actually cared. If I had a question and emailed him he responded so quickly. He has compassion for his clients and that says a lot about him and the company that employs him."

"Our adjuster was a thorough and thoughtful adjuster. I doubt if you can find anyone better! We really appreciate all that he did and continues to do even after completing our claim."

"This was my first time filing a claim so our adjuster seemed to understand how stressful this was due to my loss. He took time to explain everything to me and was very knowledgeable. He was very kind and professional!!"