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800-354-5732 | claims@alternativeclaims.com

About Us

Experience Insurance Claims A Whole Different Way

Founded in 1998, Alternative Claims Services Inc. was started by company Owner/President Gary Hoffman.

After years of experience working as a Regional Manager with a Midwest Insurance Company, Gary Hoffman realized independent firms were missing the corporate experience needed to adequately relate to the carriers. He chose to create a network of experienced, highly-qualified insurance adjuster workforce who receive consistent file management, processes, and procedures.

To fulfill this need, Gary knew it was time to make a change and in 1998 he founded and became Owner/President of an Alternative Claims Services Inc.

As a privately held independent adjusting firm, ACS provides Property, Casualty, Desk, TPA, & Catastrophe Claims Services.

Through years of experience and growth, Alternative Claims Services, Inc. has grown to a nationwide team of adjusters to provide you with the largest proprietary group of professional adjusters in the Nation.



*Specific service points can be found at alternativeclaims.com



EXTENSIVE NETWORK

200+ Adjusters with 10 + yrs experience

HIGHLY-QUALIFED WORKFORCE

MGA's, EGA's, RGA's, GA's available.

ADVANCED TECHNOLOGY SYSTEMS

Xactware & Symbility Technologies, Goldmine Crm, Timely Turnaround, Consistent Process from Intake to Return.

Third Party Administrator

Claim Adjusting Just Got Easier With ACS as Your Partner

Regardless of the size of the loss each property assignment is investigated on its own merit. Our adjusters will provide a detailed estimate of damages, a written report, and photos documenting the damage. If required, an agreed estimate with the contractor will be provided.

Alternative Claims Services understands that a commercial loss can be a major exposure to our Insurance carriers and provides a 24-hour response to all commercial losses. We provide a single adjuster or a team of adjusters depending on the size of the loss to quickly respond to the needs of the Insured and the Carrier.



HOW WE CAN HELP

- **Trusted Nationwide Network**

Our highly-qualified team of independent contractors and contracted adjusters across the US specialize in claim handling and management and are always available to assist you in Property & Casualty Claims from start to finish.

- **Superior Quality Assurance**

We offer dedicated account managers to manage all sizes of your market place from small to mid to large clientele. With our advanced CRM system, we offer consistent file management and accurate indemnifications.

- **Tailored Solutions**

We provide you with your own customized claims department at a moment notice no matter the size of your market place.

- **Experienced Professionals**

Access to experienced personnel who understands your market value, customer relationships, and claims management by offering you a consistent claims service 24/7. Our resource divisions consist of: Independent Adjusting, Property, Catastrophe, Lloyds' Market, Marine & Cargo, Environmental, Product Liability, Construction Defect.

- **Innovative Technology**

Our advanced technology systems track Ad-Hoc reporting, Loss Run, Best Practices, Claim Analytics, Predictive Modeling to ensure seamless claims management from beginning to end.

- **Our Expertise**

Our team can assist with: Claims Consultants, Risk Services Consultants, Risk Controllers, Claims Advocates, Risk Managers, TPA Claims Coordinators, Recovery/Audits Officers, Insurers, Re-Insurers, Lloyd's Syndicates, and more.

Catastrophe Claim Services
PROPERTY, COMMERCIAL & AUTO

When catastrophe strikes, timing is everything.

With ACS on your team, you don't have to worry. Our leading professional adjusters are quick, accurate, and provide excellent production, quality and performance for all carriers and policyholders.

Our advanced technology provides you real time insight and visibility throughout the entire claim process – ensuring a seamless experience from beginning to end. On CAT sites, our experts will hold meetings, conduct reviews, and ride along with adjusters to ensure quality and to make sure guidelines are met.

General Liability & Heavy Equipment Services

We investigate all claims according to the Insurance Carrier's guidelines. We can provide an appraisal and investigation of all parties in the event of an accident, or detailed estimate of damages whether the loss is being considered a collision or comprehensive. We answer the who, what, when, where, and why and attempt to factually determine the how.

To further ensure accuracy and timeliness, files are reviewed daily by our claims administrators. Alternative Claims Services, Inc. also holds company meetings that involve training in policy and estimates to guarantee our adjusters are up-to-date on policy coverages, inspection techniques, recorded statements, task assignments, scene investigations, and proper estimating.



Desk Adjusting Services

Within 72 hours, we offer carriers access to a network of onsite/offsite expert adjusters nationwide. All of our adjusters have efficient analytical, communication, interpersonal, and strong mathematics skills for adjusting Property & Casualty claims.

We are able to provide trainers, team leaders, and claims managers to assist with policies, coverage's, best practices, and software to ensure consistency of work product from day to day. We can provide on-site training or centralized training located in Kansas City, as well as help facilitate conducting file reviews, audits, and assisting of adjusters to enhance the claim handling experience to each policyholder.

OUR EXPERTISE

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|--------------------------|--------------------------------|-------------------------|
| • Personal/Commercial | • Mobile Home | • Vehicles |
| • Automobiles | • Boats/Large Marine Equipment | • Agriculture Equipment |
| • Construction Equipment | • Motor Homes/Recreational | • Oil Field Equipment |

4 WAYS TO SUBMIT AN ASSIGNMENT:

- | | |
|--------------------------|--|
| • Office: 1-800-354-5732 | • claims@alternativeclaims.com |
| • Fax: 1-800-255-9708 | • www.alternativeclaims.com |



Superior Customer Support

Our professional, courteous, experienced Claim Service Representatives are available to help you 24/7 and demonstrate confident communication and claim handling skills from the onset of receiving claim notices to the closing of the file. We offer complete software integration from our system to yours, which provides faster onboarding processes during any catastrophic event or daily need across all lines of business.

Contact Us

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