

### Ntegrity's claims management system saves client over £10,000

A law firm had accumulated a number of claims and notifications over the years, paying excesses as claims arose. Our bespoke claims system tracks all historical claims and identified that the client had regularly paid more than their annual aggregate excesses, which we were able to reclaim.

**Client Type:** Solicitor

**Size of Firm:** 5 Partners

**Approx. Turnover:** £1.5m

**The Scenario:** The client had accumulated historical claims and notifications over a period of several years. Consequently, each year their PII premiums increased but the client was unaware that they were over paying against their annual aggregate excess.

**How Ntegrity helped:** As part of our routine claims management process, we use 'ETHOS' our bespoke online claims support system to manage new and live notifications. In addition, we also offer a service whereby we can enter historical claims data as ETHOS has the capability to track historical payments made by our client and their previous insurers. In doing so for this client we identified that they had been over paying over the course of several years.

Our claims department produced a report listing all these over payments and on behalf of the client we challenged the relevant insurers. Ntegrity has built a strong relationship with our insurers over the years, which means when issues such as over payments have been raised they are happy to listen to our proposals. As a result we were able to obtain a substantial refund for our client.

**Benefits to the client:** Ntegrity helped claim a refund of over £10,000, which was greatly appreciated by the client.

We were able to use our vast experience of negotiating with insurance companies to agree this refund. This meant our client could focus their time on servicing their own client needs, without the distraction of liaising with insurance companies over historical payments.

The client then used the ETHOS system on a daily basis to monitor their notifications and claims which has meant that further overpayments have been avoided.

**Client Feedback:** "What excellent news! What service! I do appreciate your efforts. I shall be singing the praises of Ntegrity to all and sundry!"