

ADJUSTING FIRMS · CLIENT NOT NAMED

A horse is not a generic loss

An adjusting firm that works livestock and animal claims for carriers needed a claims system that holds what its claims are actually about, and gives brokers and agents their answers without a phone call.

THE CLIENT, NOT NAMED

A specialty adjusting firm, livestock and animal claims

THE SEAT

Adjusting Firms

RUNS ON

VCA ClaimsCore

ON THE RECORD

No figure cleared. On VCA for more than fifteen years

THE OUTCOME

Brokers and agents check claim status themselves, and every claim's intake, coverage, notes and attachments sit on one record, with its own Livestock tab.

No figure from this firm is cleared for publication, so none is stated.

THE OPERATION

A Niche Few Systems Are Built For

The firm works livestock and animal insurance claims, horses and other livestock, for carriers directly. The claims are complex and medically driven, and the detail that decides them has no home in the fields a property or auto claim offers.

Before VCA, claim data sat across spreadsheets, Word documents and file servers, reports were dictated and then scanned by hand, and answering status calls from brokers and agents took a large share of every day.

Detail no standard form holds

An animal claim turns on medical detail.

Status, by phone

Brokers and agents had no view of their claims.

Records in many places

Nothing tied one claim's pieces together.

WHAT CHANGED

Configured around the animal

01

The condition

Claim data in spreadsheets, documents and file servers, and a day broken up by status calls.

02

The change

Intake, coverage tracking, notes and attachments in one system, a custom Livestock tab, and templates for standard correspondence.

03

What it left

Brokers and agents checking claim status themselves, and the firm's people back on the claims.

INSIDE VCA CLAIMSCORE

What the firm set up

Each loss type in VCA ClaimsCore is set up with its own tabs and fields, in the client's own terms.

- ✓ **A Livestock tab.** The detail an animal claim turns on, in fields made for it.
- ✓ **One claim record.** Intake, coverage tracking, file notes and attachments in one place.
- ✓ **Self-service status.** Brokers and agents see where their claims stand without calling.
- ✓ **Correspondence templates.** Standard letters fill from the claim.

Our job would be awful without VCA.

Co-founder, the specialty adjusting firm

HOW THIS STORY IS SOURCED

The firm is not named, and nothing here points to it: no name, location, size, people or prior system. No figure from this firm is cleared for publication, so none is stated and none is derived.

Bring us a claim where the promise was hard to keep

Bring the claim your current system has no fields for, and we'll show you it set up on its own tab, in your terms.

Request a Demo

vcasoftware.com/request-a-demo

Online, with the other case studies: vcasoftware.com/resources/case-studies/specialty-adjusting-livestock-claims/