

Asociación de Suscripción Conjunta del Seguro de Responsabilidad Obligatorio (ASC) is a private insurer created by Law with the purpose of managing and providing Compulsory Liability Insurance in Puerto Rico. To this day we have thirteen Service Centers throughout Puerto Rico.

Between January and July of this year we carried out a project called "POP Project" in conjunction with the firm **London Consulting Group**, which focused on the optimization of the Service Centers processes, and the management of collections from insurers. During this period we achieved the following results:

Operations:

- A **15%** reduction of personnel in the operations area and an **11%** reduction in total cost of payroll in service centers, performing a detailed analysis of the work loads, as well as of the real market demand without affecting the client.
- A **23%** reduction in the total amount of time for adjudication visits from **48** to **37** minutes in average.
- Automation of the flow of visits in the system.
- Implementation of control panels and operating reports creating a management oriented towards results, active supervision and better customer support.
- Implementation of a governance model with periodic feedback meetings between all levels within the organization (operative, management, executive).

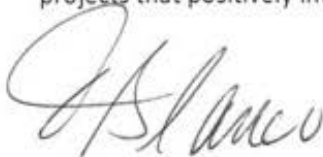
Collection:

- Start of the collection management for 100% of the amount owed.
- **100%** compliance with the management of the identified new collections.
- Design and implementation of the model for the permanent identification and management of collections thus avoiding their accumulation.

The aforementioned combined with human resources training in Management Skills Development, ensures the continuation of the work systems through a cultural change in the organization's personnel.

London Consulting Group has met the expectations set forth at the beginning of the project, and we have quantified, according to the suggested changes, a financial benefit in return on investment (ROI) estimated at **0.9 : 1** as of this date and a projected annual return of **4.3 : 1**.

Based on the aforementioned we highly recommend **London Consulting Group** as a committed company with an excellent work methodology, that is highly professional and that is capable of carrying out improvement projects that positively impact organizations.



José L. Blanco Latorre
President