



SEGUROS MÚLTIPLES
COOPERATIVA DE SEGUROS MÚLTIPLES DE PUERTO RICO

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To whom it may concern:

Cooperativa de Seguros Múltiples CSM is a leader in Puerto Rico's insurance market, operating since 1963. Our mission is to offer extraordinary insurance services to both individuals as well as organizations by always striving to be the best alternative for its more than 700,000 policyholders.

Between August 2022 and October 2023, we developed in conjunction with LONDON CONSULTING GROUP the "Reclamación 180" (Claims 180) project. The project focused on the Auto Claims department with the objective of increasing productivity, reducing the total time it takes to make a claim, and improving our Customer Service.

Implementing the solutions proposed by LONDON CONSULTING enabled us to strengthen our operative processes while at the same time aligning them to the organization's strategic objectives.

Some of the improvements that we made during the project were:

Subrogation:

- Automation of the document review process and case assignment.
- Improving the Aging of the subrogation cases by 63%.
- Reducing the amount of critical cases (about to expire) by 77%.
- Increasing payment recovery from subrogated cases by 24%.

Claims:

- 4% reduction in inspection costs due to the elimination of duplicated assignments.
- 14% increase in productivity due to the implementation of new processes and training.
- 59% reduction in claims that are over 90 days old, improving our customer experience.
- 43% improvement in claims aging, reducing the number of days from 51 to 25.
- 31% decrease in Turn Around Time (TAT), from 51 to 35 days.

Workshops:

- An 18% increase in productivity was achieved through process optimization, from 108 to 127 claims.
- We optimized the time that claims stay open by reducing Aging by 70%, from 44 to 25 days.
- Claims that have been pending for more than 90 days were reduced by 31%.
- We reduced our claims Turn Around Time (TAT) by 69%, from 66 to 37 days.

Telesolutions:

- 10% reduction in abandoned calls.
- 15% reduction in the representative's idle time.

By the end of the project, we have achieved an ROI of 3.2 to 1 with a forecasted annualized ROI of 5 to 1.

Furthermore, we would like to mention that the Change Management methodology used by London, along with the team's commitment, have been key elements of the project's success.

We are happy to recommend London Consulting Group as a professional and reliable company that can help organizations manage and implement improvement projects.

Sincerely,

Luis M. Cordero Rivera
Presidente

Rizick E. Rosario Peña
VP Enlace Cooperativo