

THE HARTFORD CLAIMPLUS TEAM® | AUTO



**WE HELP KEEP YOUR BUSINESS ON THE ROAD -  
EVEN AFTER AN AUTO CLAIM.**

Access to  
more than  
**2,000**  
preferred auto  
shops nationwide.

Delivery trucks, sales cars and other fleet vehicles are vital to your business's success. When an auto accident occurs, you need the claim resolved quickly to protect your productivity and profitability now, and help control insurance costs down the road.

The Hartford ClaimPlus Team understands your business needs. We'll partner with you throughout the claims process to manage your claim efficiently and get your vehicles back to work quickly and conveniently. Because to us, a claim isn't complete until payment is made and your vehicle is back on the road. That's one of the many ways we've helped our customers prevail for more than 200 years.

**Prepare. Protect. Prevail.®**

continued



## WE KEEP YOUR FLEET MOVING.

### CONVENIENT REPORTING

- You and your employees can easily report auto claims by phone, fax or online, 24/7, every day of the year.

### CROSS-FUNCTIONAL TEAMS

- Auto service reps are on the road every business day to provide fast estimates.
- Our auto ClaimPlus Team includes a number of skilled specialists dedicated to bodily injury, property damage, and litigation claims.

### IN-HOUSE CONSULTANTS

- Our most experienced, knowledgeable auto claims professionals serve as consultants, who provide handling and reserving guidance on difficult claims, and directly handle the most complex high-exposure claims.

### AUTO REPAIR OPTIONS



- Repair shop option offers access to more than 2,000 preferred shops nationwide. The Hartford guarantees the work on covered repairs for as long as you own or lease the vehicle.
- Finding local preferred shops is easy – visit [thehartford.com/autorepairshops](http://thehartford.com/autorepairshops).\*
- Glass network option offers access to more than 12,000 windshield repair shops – most include mobile service. If your windshield can be repaired, we'll waive your deductible.\*\*
- The Hartford is committed to helping you find reputable specialty shops to repair uniquely equipped vehicles.

### MEDICAL BILL PRICING TOOL

- The auto medical bill pricing engine helps ensure accurate, appropriate billing and takes advantage of available discounts.
- This tool has saved more than 35 percent on medical bills since implemented in early 2014.

### TOTAL LOSS SUPPORT



- Get preferred vehicle replacement pricing before talking to a dealer. Search a huge inventory of new and used vehicles at [thehartford.com/replacecar](http://thehartford.com/replacecar).

### ESTIMATING ACCURACY

- Patent-pending electronic audit process helps ensure the quality and accuracy of estimates made by non-network repair shops.
- Professionals from our property claims organization review select third-party estimates involving non-auto property damage and provide our auto handlers with information to strengthen their negotiating position. In 2012, the overall savings on reduced estimates exceeded 25 percent.

### LIEN RESOLUTION TEAM

- Our lien resolution specialists review government liens, eliminating vendor fees and disputing more than 70 percent of liens audited to accurately manage this expense.

To learn more about our innovative claims services, contact your local representative from The Hartford, or visit us at [thehartford.com](http://thehartford.com).

\*Customers may select any auto or glass repair shop in or out of network.

\*\* Where permissible.

Reported results are based on The Hartford's past performance and not a guarantee of future results. Individual account results may vary from the average.

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Business Insurance  
Employee Benefits  
Auto  
Home