



TPA Services

mclarens.com/agrical-tpa-services

About Agrical

Agrical, a McLarens company has been providing premium, independent, specialist Loss Adjusting and TPA Services to the insurance sector since 2002. From locations across the UK we serve the insurance industry, Lloyd's and London market and self-insured bodies.

Our TPA Services expertise

Agrical has considerable claims management expertise. We have a dedicated in-house claims handling facility based in our offices at Harrogate and Tadcaster. This service can be tailored to suit each client's needs.

Our team of handlers has extensive claims experience including all types of agricultural, equine, motor, domestic and commercial claims, and we are able to handle the entire claim from initial notification through to final settlement and payment. We enjoy close partnerships with engineers, veterinary surgeons, surveyors and other specialists which assist in the claims process. In addition, we are able to utilise our team of loss adjusters where appropriate.

The services at your disposal

Our TPA Services include:

- Tailored FNOL arrangements
- Claim negotiations (to mitigate and conclude losses)
- Funds management (with in-house funds holding and automated cheque production facilities)
- Bordereaux reporting (with in-house facilities)
- Out of hours help (available 24/7, 365 days a year)

Business benefits

With prompt response to first notification of a claim, proactive claims handling and expert negotiation skills, we are able to effectively mitigate losses for our clients. Our extensive knowledge of the market place means you can rely on us to provide the insight necessary to smooth the claims management process. In addition, our thorough understanding of customers' needs translates to a sympathetic approach that meets the needs of both our clients and their policyholders.

Case studies

Delivering satisfaction, building trust

While under contract with one of the UK's specialist farm insurers we provided a tailor-made service encompassing the first notice of a loss right through to final settlement and payment. The unique expertise, efficiency of operation, speed of response and strong levels of communication we provided throughout, delivered a smooth claims experience for the policyholder and our client's supporting brokers.

As a result our client received positive feedback for the claims service which their policyholders received, which has contributed significantly to the growth of their market share. Our relationship was further strengthened through regular review meetings covering claims trends, underwriting considerations and product analysis, all leading to not only a continuation of the partnership, but an expansion of the programme.