



Auto & Heavy Equipment

[MCLARENS.COM/NORCROSS/AUTO-HEAVY-EQUIPMENT](https://mclarens.com/norcross/auto-heavy-equipment)



Our expertise

We have many years of experience in Auto and Heavy Equipment loss adjusting. Today, our proactive appraisers manage all types of AA-HE claims, with particularly strong knowledge of:

- Personal Auto
- Motorcycle / ATV
- Commercial Auto Losses – Cargo & Salvage
- Over-the-Road Tractors & Trailers
- Construction, Farm & Logging Equipment
- Recreational Vehicles
- Third Party Claims – accurate cause of loss determination

Business benefits

Across the region, our adjusters and appraisers focus on both the financial ramifications and the associated business issues that are likely to arise from the loss. Our regional reach also means there is likely to be a Norcross adjuster or appraiser close to your damaged vehicle or equipment. We work with your policyholder in a friendly yet efficient way to resolve their loss, still meeting our commitments to the carrier.

Services at your disposal

Our Auto & Heavy Equipment Loss Management program covers:

- Accurate Repair Cost Estimating
- Total Loss Valuation and Settlement
- Diminished Value Assessment and Calculation
- Salvage Disposal

Quality is at the heart of McLaren's.

Contact us today for assistance with your Auto & Heavy Equipment claims. For more information, visit mclarens.com/norcross/auto-heavy-equipment 800.824.1609 and assignments@norcross.com

Case study

Fraudulent Claims Refuted & Resolved

A subcontractor for a state Department of Transportation (DOT) failed to properly apply the chip seal for a highway resurfacing. This resulted in the roadway delaminating, leaving an excessive amount of crushed gravel on the roadway surface. There were over 300 claims filed with DOT for rock chip damage. The majority of these claims included prior damage, unrelated damage, vehicles already in need of complete refinish, vehicles that had not been registered in decades yet suddenly on the road again, and logging trucks with 1,500,000 miles that had never been driven in gravel.

We set up a 2-3 day inspection site once every several weeks at a local motel near the resurfaced highway. Inspections were arranged in advance, and appointments were set to expedite the matter as best possible given the volume of claims received. After the adjusting process was completed, there was an average claim expenditure reduction of 25% on the claims that were legitimate, 50% reduction on the claims that were questionable, and complete denial of the ones that were unsubstantiated. The average claim filed was in the \$5,000.00 range, and the overall cost of the event was reduced by at least \$250,000.