

Alternative Markets Claims

Relationship-Oriented. Outcome-Driven.



Take Your Specialty Program Above and Beyond

When you need to make a claim, you want to work with experts who understand your loss and what to do. With **25+ years of specialty expertise**, Great American Alternative Markets pairs deep industry experience with a commitment to going above and beyond to enable the best outcomes. We know claim management and loss reduction are paramount to your program's performance. Our flexible, big picture approach allows us to optimize outcomes with a high level of consistency for our program stakeholders.

What's in It for You?

Our Claims Formula for Success:

Experienced Adjusters

Specialized program expertise on every file, including TPA oversight.

The Right Resources

Tools and teams built for maximum efficiency.

Concierge-Level Service

Responsive, relationship-oriented claim handling.

Tailored Guidelines

Claim handling instructions customized to your program.

Outcome Focus

Delivering superior outcomes through effective, efficient resolution, while responsibly managing claim costs.

Corporate-Scale Cost Savings

Leveraging Great American's buying power and vendor relationships to reduce cost.

Dedicated, Life-of-File Ownership

One team from first notice through resolution.

for all the *great* you do®

Relationship-Oriented Claims

Whether or not your program involves risk-sharing, our goals and objectives are aligned with those of your business. We are mindful of how resources are expended and value working together and open communication. We take a collaborative approach to claims handling, giving you a voice in the process.

Expense Philosophy

Our expense philosophy is built on efficiency, accountability, and results. We focus on controlling costs and reducing exposure while delivering proactive claims management that drives outcomes for our insureds. Consistent with this approach, expenses are charged based on actual costs incurred, with no markups or profit added to claim handling activities.

Specialty Claims Service Standards

We help minimize cost and exposure while optimizing outcomes through collaborative interaction and open communication. Here's what that looks like in practice:



Initial Claim Setup and Contact

- Automated acknowledgement notifications with adjuster contact information
- Adjusters follow each program's Special Claim Handling Agreement (SCHA)
- Claim contacts completed within 24 hours of receipt



Severe Injury: 24-Hour Notification

Immediate notification to the insured and program stakeholders for:

- Amputations
- Fatalities
- Life Flight injuries
- Traumatic brain injuries
- Significant burns
- Quadriplegia or Paraplegia
- Permanent total disability



Reserves and Claim Reviews

- Indemnity reserves established within 30 days of claim assignment
- Reserves updated within 30 days of new information
- Claim Summary Reports (CSR) prepared for monthly and quarterly claim calls



Litigation Management

- Initial litigation strategy calls with defense counsel and the insured
- Coordinated oversight across claims, coverage specialists, and corporate resources



Corporate Resources at Your Service

Behind every Alternative Markets file, you have access to Great American's full enterprise resources:

- SIU (Special Investigations Unit)
- Recovery and Subrogation
- Coverage Specialists
- Corporate Claim Oversight

Your Home for ProgramsSM

Claims Contact

***Discover specialty claims
service that performs.***

To learn how Great American
Alternative Markets can support
your program, contact:

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Great American
Insurance Company
115⁺ years
with an **A** or better
rating by
AM Best

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