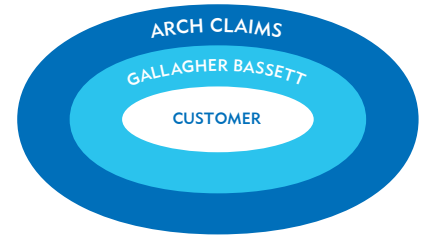


Arch has partnered with Gallagher Bassett to provide best-in-class claims service to the Construction marketplace. Combined with Arch's extensive Construction knowledge and Gallagher Bassett's commitment to staff an Arch-dedicated team of claim adjusters, we have created a model that enables flexibility to serve your company's needs that results in the best possible outcomes.



EXPERTISE

We are a team of Construction experts providing technical expertise and resource coordination for both simple and complex claims.

- **Arch's Claims Account Manager (CAM)** has primary responsibility for claims oversight and customer relationship management. The CAM is the single point of contact for our customers and holds the authority for all claims related matters. The CAM is supported by Arch's regional claim specialists to ensure the best outcome for your claims.
- **The Director of Workers' Compensation Claims** acts as a consultant to the CAM and Gallagher Bassett on complex injury cases.
- **The Director of Liability Claims** acts as a consultant to the CAM and Gallagher Bassett on complex general liability and auto liability claims. The Director will assist Gallagher Bassett and the CAM in developing strategies to manage and resolve these claims.
- **Arch's Major Case Unit** comprises a group of claims specialists who have expertise in handling highly complex claims. They are engaged to manage the highest exposure cases.
- **The New York Labor Law Unit** comprises a group of claims specialists who have specific expertise in handling New York Labor Law claims. They are engaged on those claims that present significant exposure.

FLEXIBILITY

We customize our approach for every claim and handle each claim with care and efficiency.

- Our extensive network of the top Martindale-Hubbell* rated lawyers across the country defends our customers' best interests.
- An extensive network of nurse case managers, with both in-person and telephonic management capabilities, provides guidance on treatment depending on the severity of the case.
- Injured employees receive post-accident, return-to-work support.
- We have established Rapid Response Protocols to provide concise guidelines to the adjusting team to handle severe and catastrophic losses.

TRANSPARENCY

We are highly collaborative and ensure that you have a voice in the claims process. Both Arch and Gallagher Bassett are committed to frequent touchpoints with our customers.

- We coordinate new account onboarding meetings to introduce our claims team, discuss reporting protocols and craft claims service instructions to fit each customer's needs.
- We have periodic claim reviews to discuss the status of claims to ensure we are meeting each customer's claims service expectations.
- We recognize each insured is a key stakeholder and provide access to the claims system, which enables real-time access to financial and status updates.

THE ARCH DIFFERENCE



Specialized
Expertise



Superior Service



Responsiveness



Relationship
Oriented



Collaboration

To learn more, visit us at [archinsurance.com](https://www.archinsurance.com)

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