SHELTER INSURANCE COMPANIES
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January 31, 2003

RE: VCS Arbitration

I am sure most readers will appreciate that managing a successful subrogation operation is challenging at times with large numbers of outstanding cases, limited staff and tight budget controls. In March of 2002, we were a person short and our arbitration cases were starting to backlog. Rather than allow the buildup to continue, we looked at several vendor services and decided Verbatim Claim Services was best for us. Fred Westbrook and the Recovery Specialist at VCS reviewed the claim files we sent them and selected approximately 1/3 with hand drawn diagrams to supplement with professional diagrams utilizing their software. As a result of good investigations and documentation by our Claim Representatives and the presentation of our Contentions by the folks at VCS, we won or settled 74 percent of the claims VCS filed for us. The service fees were reasonable and we were able to refund deductibles, plus put our recovery money in the bank rather than allow it to sit in a stack of unattended subro files.

The experience convinced me that outsourcing can be a great management tool, and the addition of professional diagrams makes it easy for an Arbitration Panelist to visualize what occurred for a proper ruling.

Yours truly,

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