



# McLarens

Global Third Party  
Administration (TPA)



## What is McLarens TPA?

McLarens TPA is a boutique specialist TPA with a single focus on delivering quality outcomes for our clients.

We can tailor our solutions to meet the needs of each portfolio, understanding the complexities of multiple stakeholders.

We do this by hand picking the best claims handlers in the industry. We care about our staff and this is reflected in our unique culture of collaboration across all areas of the business, all over the world. We recognize that our people are our most valuable asset. Significant employee ownership infuses our culture with pride and commitment to excellence.

Unlike other TPAs, we operate an authentic global TPA service on a single platform. This means we can service claims across the globe in a consistent way, regardless of claim type or location. Our ability as a TPA to seamlessly interact with our loss adjusters gives us a competitive advantage. In addition, our lack of legacy systems and ability to invest in the right technology, means we are built for today's world in an ever-changing environment.



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# Our Expertise

## Product Lines



## Global Coverage

Our rich experience comes with complete reinsurance. Our global reach puts you in touch with more than 400 expert loss adjusters able to respond rapidly to all types of loss; large, complex, multiple and international. As a truly independent global organization, we can offer exceptional TPA advice, fully tailored to your precise goals and needs.

## Technology

We operate on a single claims management platform across the globe. We understand the importance of having a clear view into the performance of your program and the need for smart technology to speed up the claims process and offer self-serve functionality.

Our claims platform has been designed to accommodate every execution of the claims

handling process, because we understand that each customer has a unique requirement. High levels of automation and intelligent system coding allows us to radically transform our customer's journey, from those that require a fully automated straight through process, to those that require a human touch at every stage, and every iteration between.

### Key Features of Our System

- One Global Platform
- Straight Through Processing (STP) / Robotic Process Automation (RPA) Functionality
- Integrated Digital FNOL
- System Integration Capability
- Global Automated Payment Functionality
- 24/7 Remote and Secure Customer Access
- Data Visualization Tool Via Power BI Platform





# Global TPA Leadership Team



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## Case Study



A global partnership delivering improved outcomes and reduced lifecycles



**Situation:** We were approached by a large global business ahead of their insurance arrangements being reviewed due to changing market conditions. The program change meant they required one TPA to manage their claims portfolio across the globe.



**Scenario:** Our global TPA team were assembled to support the client to build out a seamless global process which included a single



global data-set as well as a robust audit process to ensure quality is maintained across the globe.

**Outcome:** Since our appointment we have seen a reduction in average claims spend across the program as well as identifying a number of key areas where risk improvements were required by our client. This included enhancing the process for new claim notifications to ensure an easy, quick and consistent

format was implemented across all territories, providing significantly improved data to enable us to take a proactive approach on the claim from day 1. In addition, we identified a number of locations where insufficient claims documentation was received reducing our chances of defending the claim, increasing both cost and lifecycle of claim. This was addressed through an improved process, system & disciplines and assisted in reducing claims spend by 12% in year one.





## Contact

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## Connect

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