

Charles
Taylor

TPA SERVICES

VICTORIAL HALLS

ST JAMES'S PARK

PUBLIC

VICTORIA

Third Party Administration Services

Case Study



APM Terminals operates a Global Terminal Network of 20,300 employees on five continents. The company provides port management and operations to over 60 liner shipping customers who serve the world's leading importers and exporters of containerised and other cargoes.

APM Terminals asked Charles Taylor to adjust its US federal and state workers' compensation claims for its eight North American terminals. In less than 30 days, Charles Taylor assembled a team of experienced adjusters and coordinated the transfer of nearly 600 workers' compensation claims. Charles Taylor was fully operational on Day One, processing and adjusting new claims from eight terminals nationwide.

Why specialist Insurers, Brokers and Assureds choose Charles Taylor TPA:

- An unrivalled breadth of insurance-related professional services and solutions
- Expert specialist knowledge of every sector of the insurance market
- A stable, trusted and well governed partner
- A track record of innovating successfully for our clients
- A culture of long-term partnerships

To find out more about our TPA services and the wide range of professional services we provide to insurance markets, please contact:

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Global TPA solutions for specialist commercial covers

Charles Taylor TPA provides customised claims administration for businesses, employers, insurers, MGAs and brokers across the globe. We differentiate ourselves in the marketplace by offering global solutions and superior claims expertise for commercial insurance covers and industries including:

- General and product liability
- Professional liability
- Workers' compensation and disability management
- Marine, transportation, energy and aviation
- Personal injury
- Commercial property
- Cyber liability

TPA Services are part of the complete range of services offered by Charles Taylor to enable you to completely streamline your operations

How it works

We deliver value by providing:

- Bespoke and innovative claims solutions
- Superior claims expertise
- Personalised service delivery
- International reach with over 1,800 staff and loss adjusters in 29 countries, and 71 local offices
- Robust data analytics and claim metric reporting
- Simple, transparent pricing

Our service is designed to offer our clients exactly the level of service they need. We offer:

- First notice of loss reporting services
- Loss mitigation and management
- Global loss adjusting expertise
- Treasury management and claims payment services
- Claims management and reporting technology
- Bordereaux management and analytical reporting including V.5 and Solvency II Pillar 3