



TRINEC SERVICES FOR INSURERS (TSI)

Overview

As a member of TRINEC group of companies, one of the largest IT Outsourcing (ITO) and Business Process Outsourcing (BPO) groups in the Levant, TRINEC Services for Insurers (TSI) is a leader in the market of Motor Claim Management in the Lebanon. TSI provides its clients with a fully integrated system allowing insurers to have full control over their costs as well as monitoring the various steps in the workflow of the motor claim process. TSI will also help enhance the quality of service and support to the end users (drivers) while improving the credibility and positioning of the insurance companies.

TSI mission:

To design, build, implement and constantly update technologically advanced, integrated, State-of-the-Art management systems, focusing on motor cost rationalization and motor insurance services, while ensuring quality and neutrality.

TSI vision:

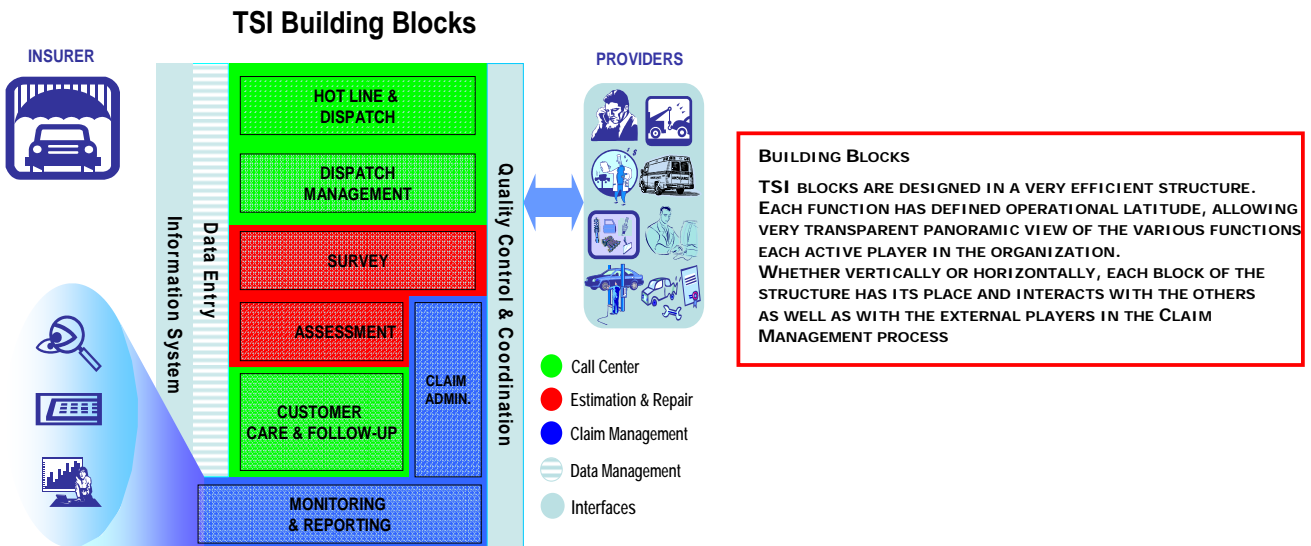
To be the number one provider of management services for the motor insurance market all over the MENA region.

TSI team:

The team is constituted of professionals with more than ten years of experience in the field of insurance motor claims, vehicle damage repair and technology outsourcing at the service of a variety of insurers and other organisations. All have worked in various situations and in different conditions. This experience gives them additional flexibility and understanding, allowing them to excel in the outsourcing business environment.

TSI positioning:

As the only existing service company on the market in this field, TSI is viewed by its clients as a necessity. This particularity makes it even more challenging for TSI to keep this position by always improving and enhancing the variety and quality of service. TSI today serves the leading insurers in the Lebanon and is solicited on a daily basis to expand and offer services to the rest of the insurance market.



Services and capabilities

Insurance companies who represent the larger market of TSI are naturally inclined to outsource the major part of their after sale (claims) to specialised companies. The wide array of services that TSI provides include Call Centre operation and claim administration, combined with sophisticated Damage Assessment tools allowing cost containment, in addition to personalised client support capabilities. TSI will adapt and customise the system to client's profile and proprietary business processes.

The experience of the team allows for quick and efficient implementation and smooth deployment taking into account common difficulties related to change management.

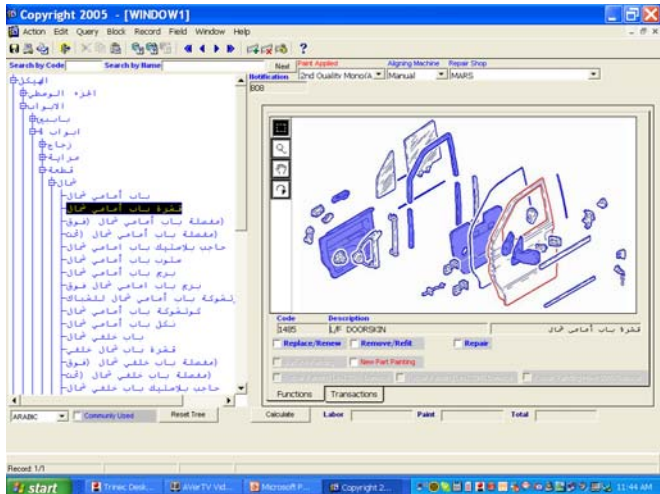


HOT LINE & DISPATCH

THIS 24/7 SERVICE WILL ALLOW THE INSURERS TO HAVE BETTER CONTROL AND VISIBILITY ON THE CLAIM CYCLE. A MANAGEMENT BY THE HOUR OF PROVIDERS SUCH AS EXPERTS AND TOW TRUCKS ALLOWS TOTAL CONTROL OF THE QUALITY OF SERVICE PROVIDED TO THE END CLIENT

CUSTOMER CARE

DURING THE CALL, AGENTS ACCESS END USER INFORMATION WITH FULL ACCESS TO THE RECORDS AND SITUATION OF THE CLAIM IN REAL TIME. THIS ENSURES A HIGH QUALITY SUPPORT TO THE DRIVER



DAMAGE ASSESSMENT:

DATA OF REPAIR TIMES, PART PRICES AND RELATED COMPONENTS ARE AVAILABLE THROUGH AN COMPREHENSIVE SOFTWARE. ALLOWING ACCESS TO THE DETAILS, COST CONTAINING AND AUDITING, OF ANY VEHICLE REPAIR. THE VEHICLE MODEL AND MAKE RELATIVE DATA IS PROVIDED BY INTERNATIONALLY RECOGNISED RESEARCH SPECIALIST FIRMS AND ALLOWS MAJOR SAVINGS ON REPAIR COSTS.



TRINEC SERVICES FOR INSURERS

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