

Claim Services

At Pilgrim, we maintain a comprehensive insurance company infrastructure and as insurance professionals, we understand your business. With our claim management team averaging 24 years of experience and our adjusting staff averaging 18 years of experience, you can expect superior claim handling results. In fact, our audit and customer service results consistently exceed client standards.

We are transportation experts with over 23 years of success in handling personal lines and commercial lines automobile claims. Our strength and primary focus is the efficient and effective handling of your involuntary claims business, as we are the largest provider of residual market services in MA. In addition, our claims staff is licensed and experienced in multiple states.

Pilgrim offers end to end claims handling services from initial reporting to the final resolution. Our services include First Notice of Loss (FNOL), Special Investigation Unit (SIU), and Subrogation as well as all associated administrative, management and reporting services.

We recognize that quality claim organizations closely monitor loss and expense costs while continuing to look for alternative approaches to managing these costs; Pilgrim is the right choice for enabling your organization to improve results in these areas. We take the time to understand your book of business and we develop complimentary operations to create the most cost-effective processes. We maintain documented policies and procedures based on best practices, and work with superior advanced system technology.

Pilgrim's enhanced claims services include:

- 24/7 loss reporting
- Glass Administration Program
- SIU services with a team averaging 21 years of experience
- PIP services including medical management and medical bill re-pricing
- Adjusting and appraisal services
- Large Loss and client reporting protocols
- Subrogation services including state of the art recovery platform
- Comprehensive litigation management program
- Internal quality assurance program including proprietary audit application
- Legal Bill Review application
- Direct relationships with a variety of vendors in order to keep costs down

Pilgrim has improved bottom line results for multiple clients over many years; now is the time for your Pilgrim to help with all of your claims services needs as well.