



Tailored service solutions for unbundled customers through TPA partnerships.

Fast Facts

- Successfully partners with **leading national and international TPAs**
- Manages TPAs servicing customers with **specialized risk** around the world
- Oversees ~\$3 billion in open incurred claims
- Responsible for **~3,500 newly-reported claims** each month
- Consults on **~2,500 complex losses annually**
- Annually facilitates **quality reviews of ~2,000 claim files**

When mid- to large-size businesses opt for unbundled claim services, they look for a third-party administrator (TPA) that can deliver quality service and superior outcomes. Our TPA Services successfully partner with prominent TPAs¹ to provide even greater support for our customers with exceptional claim service and risk management insights. We put critical information and support at their fingertips to better manage loss costs and achieve superior outcomes.

The ideal combination of experience and expertise.

Our TPA Services help unbundled customers effectively manage their risk, from analyzing claims to addressing the loss drivers and developing tailored solutions to help lower costs.

All while providing an unparalleled, exceptional customer experience via:

- Highly experienced, unbundled Service Account Executives deliver insightful consultation and exceptional service.
- Dedicated Claim Oversight team responsible for individualized customer support to help ensure timely and accurate claim handling.
- Insight-driven recommendations to help reduce costs.
- Data analysis and best-in-class technology to deliver better outcomes.

Uniquely dedicated attention.

For companies with unbundled programs seeking to control their claim and loss costs while growing their business, we offer a dedicated consulting and account management team – one that knows them and vigilantly oversees their claims and TPA.

Together, we deliver our customers and brokers:

- Individualized, actionable metrics with industry benchmarks.
- Strong TPA partnerships to advocate for customers.
- Consultation on risk management opportunities and claim management challenges.

Our seasoned team of Claim consultants, with 25 years' average experience,² focuses on:

- Open communication and accessibility to customers.
- Providing claim guidance and insight on loss drivers.
- Managing complex claim issues with the customer and their TPA.

Consistent, superior results.

It's simple: Quality Specialists help drive superior claim outcomes. Through the audit process, our Quality team focuses on TPA performance on key claim-handling responsibilities to identify trends and opportunities to mitigate risk. We then partner with our TPAs to develop, implement and regularly monitor action plans to help improve performance and save on costs.

Proven global partnerships.

In partnership with The Hartford's Global Specialty business unit, TPA Services has created a panel of vetted TPAs to manage property, casualty, marine and financial lines on a global scale. Our strategic partnerships provide our customers with flexible, unbundled claims handling options across an array of business segments.

Leveraging jurisdictional expertise and market-leading capabilities, our TPAs support both syndicated and non-syndicated business.

Innovative tools and insights.

As with any outcome-based initiative, measuring key performance indicators is critical for success. Our TPA Services produce a proprietary scorecard that showcases a variety of aggregated key performance indicators together with claim and data quality results. This scorecard, together with our stewardship process, enables us to:

- Quantify the TPA partners' performance.
- Drive continuous improvement for customers.
- Facilitate an overall exceptional claims experience.

Learn more about our TPA Services and our approved TPAs
at [TheHartford.com/tpa-services](https://www.TheHartford.com/tpa-services)



¹ Third-party administrators are subject to our approved list.

² Reflects the average experience as of April 30, 2025 for the TPA Services Claim consultants.

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