

CLIENT CASE STUDY 4

A Clear Path to Resolution

Vector Risk Solutions was initially retained by this commercial carrier in 2020. The carrier's risk portfolio includes habitation, main street, manufacturing and industrial commercial exposure with PIF in the Midwest and the Southeast. Vector provides building consulting, field adjusting, desk adjusting and contractor competitive bid solutions.

"We are a regional commercial carrier and work regularly with Vector Risk Solutions. They will typically handle our larger or more complex commercial claims. They work seamlessly in the XactAnalysis and Xactimate environment.

Their adjusters are very knowledgeable and submit a good work product timely.

We know we can consult with them on our complex issues. We consider them a true partner in our claims process."

Director of Property Claims
Regional Commercial Carrier
Date of Review: 9/10/2025

Each year, Vector provides claims services to an average of 340 claims, with an average TGL of 1.43 million.

Vector was able to build a pre-appraisal program in which we leveraged our commercial contractor network to provide competitive bids for exterior related claims to assist with settlements without need for alternative dispute resolution.

To date, Vector has handled 68 pre-appraisal large loss commercial claims with PA/attorney involvement, in which 65 claims were settled based on our contractor's competitive bid.

\$1.43

**Million average TGL
handled annually**

