

More Than Just a Vendor

This national carrier client retained Vector in 2020 to provide field adjustment, desk adjustment and building consulting service for their commercial and residential lines throughout 38 states. Vector began engagement providing daily claims support for both residential and commercial losses and was included into the Catastrophe plan in 2021.

"I've worked with Vector Risk Solutions for several years and can confidently say they are more than just a vendor—they are a true partner. Vector takes their responsibilities seriously, always considering the needs of all parties involved. They're proactive, professional, and responsive, and they continually look for ways to improve.

What sets Vector apart is their ability to handle difficult or high volume claims with accuracy, efficiency, and full compliance. Their team consistently delivers excellent support, and their expertise in commercial and complex losses has been invaluable to our organization.

One thing I especially appreciate is their proactive response during catastrophic events. Having boots on the ground after major hurricanes and receiving real-time feedback on significant risks has helped us make informed decisions quickly and effectively. From top to bottom, Vector's team is technically strong, customer-focused, and committed to adding value. I'm grateful for the partnership we've built and look forward to continuing to work with them for years to come."

Claims Director
National Commercial and Residential Carrier
Date of Review: 9/16/2025

Throughout our partnership, Vector consistently leads the panel in both lines of business, with notable leadership in low re-open rates and post inspection reporting, particularly during catastrophic events.

Over the years, VRS has provided catastrophe support through 12 hurricanes, 3 wildfires and numerous localized tornado, hail and wind events, along with an average of approximately 4,250 daily claims per year.

~4,250

**Daily claims
handled each year**

12 hurricanes

3 wildfires

**Numerous tornado,
hail, and wind events**