

From Last Resort to First Call

Vector was called by a Southeastern regional residential carrier in response to higher-than-expected claims resulting from Hurricane Ian in 2022. Their existing panel was unable to cover the additional volume of claims. Vector started two weeks after landfall of Ian and by the end of the event, Vector lead the vendor panel in KPI's and QA audits.

"As a Property Claims Leader in the insurance industry, I've had the opportunity to work with Vector during several catastrophe events. Their responsiveness, professionalism, and consistency stood out immediately, even in high-pressure CAT situations.

Vector was present and engaged at every scheduled meeting, even during high-pressure CAT situations. Their team was quick to respond to carrier inquiries and always willing to prioritize urgent inspection requests without hesitation.

What truly sets Vector apart is that it's an adjuster-run company—their deep understanding of claims operations is clearly reflected in their work product. That experience-driven perspective translates into high-quality, actionable inspections that support the carrier's needs as well as the customer's best interests.

Vector has proven to be a reliable and collaborative partner in the field, and I would not hesitate to recommend them to others in the P&C space."

Vice President of Claims
Regional Residential Carrier
Date of Review: 8/27/2025

For Hurricane Ian, Vector handled 4,342 residential claims in the field and provided 23 desk adjusters to the client.

Since initial engagement, Vector has been involved in all catastrophe events since 2022, both in the field and at the desk.

Vector averages 6,375 residential catastrophe claims per year since engagement, and consistently leads the vendor panel in claims volume, QA audits, reinspection audits, and re-open rates.

~6,375

**Residential catastrophe
claims per year since
engagement**