

Top Issues Summary

Issue	Phase	Issue Count	Percent	Total Leakage
Physical damage assessment: Desk review not performed where appropriate	Evaluation	40	40.0%	\$5,121
Physical damage assessment: Managed shop program not used where appropriate	Evaluation	38	38.0%	\$503
Physical damage assessment: Inspection not performed as required	Evaluation	31	31.0%	\$6,202
Injury damage evaluation incorrect: General damages not correct	Evaluation	26	26.0%	\$54,151
Supervisor did not provide timely direction: Authorities granted by the Supervisor properly documented	Key Values	24	24.0%	\$5,702
Negotiation plan: Negotiation plan not followed by the claim handler	Negotiations / Settlement	24	24.0%	\$19,512
Injury damages evaluation incorrect: Settlement range not established	Evaluation	22	22.0%	\$7,300
Diary: Diary not used appropriately to manage claim activities	Key Values	22	22.0%	\$5,866
Liability evaluation: Liability analysis not present in the file	Evaluation	20	20.0%	\$3,742
Facts investigation: Necessary contracts not secured	Investigation	19	24.0%	\$1,786

Leakage By Phase Report

Office/ Manager	Coverage			Contact			Investigation			Evaluation		
	Indemnity	Expense	Total	Indemnity	Expense	Total	Indemnity	Expense	Total	Indemnity	Expense	Total
Austin	\$5,000	\$950	\$5,950	\$0.00	\$0.00	\$0.00	\$37,167	\$0	\$37,167	\$72,318	\$2,269	\$74,587
Mary Tempo	N/A	\$0	\$0	\$0.00	\$0.00	\$0.00	\$22,327	\$0	\$22,327	\$40,455	\$1,222	\$41,677
Celine Abbey	N/A	\$0	\$0	\$0.00	N/A	\$0.00	N/A	\$0	\$0	\$5,270	\$0	\$5,270
Craig Wright	N/A	\$0	\$0	\$0.00	\$0.00	\$0.00	\$8,306	\$0	\$8,306	\$16,804	\$1,047	\$17,851
George Liden	\$5,000	\$950	\$5,950	\$0.00	\$0.00	\$0.00	\$6,534	\$0	\$6,534	\$9,789	\$0	\$9,789
Dallas	\$0	\$0	\$0	\$0.00	\$0.00	\$0.00	\$26,103	\$0	\$26,103	\$53,700	\$0	\$53,700
Abigail Enright	N/A	\$0	\$0	\$0.00	N/A	\$0.00	\$5,976	\$0	\$5,976	\$17,554	\$0	\$17,554
Sophie Lorenzo	N/A	\$0	\$0	\$0.00	N/A	\$0.00	\$450	\$0	\$450	\$3,442	\$0	\$3,442
Andrew Lang	N/A	\$0	\$0	\$0.00	\$0.00	\$0.00	\$16,820	\$0	\$16,820	\$14,304	\$0	\$14,304
Linda Burges	\$0	\$0	\$0	\$0.00	N/A	\$0.00	\$2,857	\$0	\$2,857	\$18,400	\$0	\$18,400
Houston	\$10,000	\$1,500	\$11,500	\$0.00	\$0.00	\$0.00	\$15,213	\$455	\$15,668	\$51,677	\$2,137	\$53,814
Lindsey Smiley	N/A	\$0	\$0	\$0.00	\$0.00	\$0.00	\$10,653	\$455	\$11,108	\$20,909	\$1,185	\$22,094
Aaron Drummer	N/A	N/A	N/A	\$0.00	\$0.00	\$0.00	\$2,746	\$0	\$2,746	\$9,254	\$952	\$10,206
Sean Sharp	\$10,000	\$1,500	\$11,500	\$0.00	\$0.00	\$0.00	\$1,814	\$0	\$1,814	\$18,180	\$0	\$18,180
Theresa Hulbert	N/A	N/A	N/A	\$0.00	N/A	\$0.00	\$0	\$0	\$0	\$3,334	\$0	\$3,334
Total	\$15,000	\$2,450	\$17,450	\$0.00	\$0.00	\$0.00	\$78,483	\$455	\$78,938	\$177,695	\$4,406	\$182,101

Office/Manager	Negotiation/Settlement			Litigation			Key Values			Total		
	Indemnity	Expense	Total	Indemnity	Expense	Total	Indemnity	Expense	Total	Indemnity	Expense	Total
Albany	\$54,403	\$0	\$54,403	N/A	\$0	\$0	\$7,056	\$0	\$7,056	\$175,944.00	\$3,219.00	\$179,163.00
Claire Desgroux	\$17,720	\$0	\$17,720	N/A	\$0	\$0	\$2,891	\$0	\$2,891	\$83,393.00	\$1,222.00	\$84,615.00
Cynthia Liner	\$10,007	\$0	\$10,007	N/A	N/A	N/A	\$1,099	\$0	\$1,099	\$16,376.00	\$0.00	\$16,376.00
Kurt Peters	\$16,658	\$0	\$16,658	N/A	\$0	\$0	\$1,980	\$0	\$1,980	\$43,748.00	\$1,047.00	\$44,795.00
Steven Butler	\$10,018	\$0	\$10,018	N/A	N/A	N/A	\$1,086	\$0	\$1,086	\$32,427.00	\$950.00	\$33,377.00
New York	\$26,102	\$0	\$26,102	\$0	\$5,278	\$5,278	\$4,597	\$0	\$4,597	\$110,502.00	\$5,278.00	\$115,780.00
Brian Rodick	\$9,262	\$0	\$9,262	N/A	\$0	\$0	\$1,022	\$0	\$1,022	\$33,814.00	\$0.00	\$33,814.00
Luke Elmwood	\$3,399	\$0	\$3,399	N/A	N/A	N/A	\$2,233	\$0	\$2,233	\$9,524.00	\$0.00	\$9,524.00
Mary Tubman	\$8,732	\$0	\$8,732	\$0	\$5,278	\$5,278	\$635	\$0	\$635	\$40,491.00	\$5,278.00	\$45,769.00
Christin Thomas	\$4,709	\$0	\$4,709	N/A	N/A	N/A	\$707	\$0	\$707	\$26,673.00	\$0.00	\$26,673.00
Pittsburgh	\$37,978	\$0	\$37,978	N/A	\$858	\$858	\$3,825	\$0	\$3,825	\$118,693.00	\$4,950.00	\$123,643.00
Pameral Pierson	\$13,016	\$0	\$13,016	N/A	\$858	\$858	\$593	\$0	\$593	\$45,171.00	\$2,498.00	\$47,669.00
Sam Ridders	\$8,363	\$0	\$8,363	N/A	N/A	N/A	\$1,557	\$0	\$1,557	\$21,920.00	\$952.00	\$22,872.00
Jordan Lehey	\$13,981	\$0	\$13,981	N/A	\$0	\$0	\$1,675	\$0	\$1,675	\$45,650.00	\$1,500.00	\$47,150.00
Ian Freeman	\$2,618	\$0	\$2,618	N/A	N/A	N/A	\$0	\$0	\$0	\$5,952.00	\$0.00	\$5,952.00
Total	\$118,483	\$0	\$118,483	\$0	\$6,136	\$6,136	\$15,478	\$0	\$15,478	\$405,139.00	\$13,447.00	\$418,586.00