

Claims Transformation

The Motorists Insurance Group is excited to further enhance our Claims organization to deliver an even better experience for you and our policyholders.

Although the process of filing a claim is not changing, we are completing the centralization of several functions within our Claims organization to better allocate our resources across the group.

We're also completing specialization across the group to provide increased expertise and quality solutions. Through estimating tools and alternative evaluation methods, our goal is to deliver personalized service and a consistent experience for all customers.

No matter how many adjusters may have to work on a claim, there will still be just one point of contact, and many claims will continue to be serviced by a single resolution specialist. If additional associates are needed, they will be assigned by the resolution specialist.

We are a national claims organization with a local presence. We are dedicated to an excellent customer experience and continuous improvement. And we're proud to do what's right for our customers.