



## TAKING THE QUESTION OUT OF QUESTIONABLE CLAIMS

*Presentation By:*

Jeff Moore, Claims Manager

**GENERAL ELECTRIC**

&

Greg Spraker, National Accounts Manager

**SAS**

Manufacturers overpay an estimated \$2 billion on questionable warranty claims each year equaling between 6-8% of their warranty costs. This behavior is driven by technical training issues, unintentional claim mis-codings, or flat out fraud. The biggest challenge overcoming these issues is knowledge. Knowing in a timely manner when, who, and how to question regarding these suspect behaviors. Manual "random" audits are time-consuming and penalize both the suspect and reputable service providers. Rules based adjudication systems do a great job of automatically catching the obvious, but lack an ability to find issues outside these pre-defined rules. And besides, unscrupulous service providers will quickly learn how to beat these systems. Some leading manufacturers are beginning to gain ground on this issue by applying sophisticated analytics to surface out the questionable claims and alert manufacturers to suspect service provider behavior.

This session will highlight key best practices to identify questionable claims. Erroneous claim payments are avoidable costs and if identified can significantly impact a company's profit margin. Through a business-focused discussion of real-world case studies, attendees will learn how manufacturers are reducing their warranty costs by applying new and innovative techniques to automatically identify and act on questionable claims.