



## COMPANY OVERVIEW

BrightClaim began their operations on October 1, 2004. We have been an insurance claims services company since the beginning providing services to the P&C Insurance Industry and also to Building Product Manufacturers.

We have had no mergers or acquisitions in the last five years.

BrightClaim has considerable bench strength in our overall corporate management. We have implemented, managed, and concluded many large projects over the course of our collective careers as well as our experience with BrightClaim. A few noted projects:

- a. Commercial Property Run Off Project – this project took place during 2006 and 2007. We were required to take over 2000 commercial property claims that were open and bring them to a conclusion. We were required to setup separate office operations and get that operational in less than 30 days fully staffed with new adjusters and admin personnel. We successfully concluded this project at the end of 2007.
- b. Warranty Inspection, Appraisal, and Administration – This project began in the fall of 2007 and is still in operation today. We were required to take over the inspection and appraisal process of damaged properties across the US. In 2008 we handled over 3500 inspections and appraisals. We were later selected as the administrator to settle and conclude those same inspection and appraisal outcomes.
- c. Hurricane Ike Response – This 2008 effort included handling over 200 commercial wind claims generated by the category 2 hurricane which impacted Galveston Island and the Texas coast. These losses involved heavy combined wind/flood property damages and included total losses, business personal property losses, inventory damages and Business Income claims. The most complex involved the City of Galveston for over \$2MM wind and \$17MM flood and over 150 various structures.
- d. During the periods of January 2010 through current month, 2011 BrightClaim has been providing General Adjuster and Executive General Adjuster dedicated resources and support to Citizens Insurance of Florida. We have held adjuster training sessions in both 2010 and 2011 to meet the expectations of Citizens. We have provided expertise on specialty needs such as large Commercial buildings that required evaluations for insurance to value considerations.
- e. During Hurricane Irene response, we provided a complete turnkey property claims operation to support one of our existing clients. That client did not have the internal capacity to manage Hurricane Irene claims. We took over for complete handling to a conclusion in excess of 2600 property claims following Hurricane Irene. 75% of these claims were assigned to our own Cat field adjusters and 25% were handled as desk adjustments. At the thirty day period we had over 75% of all claims closed. This operation included all settlements, reserving, and issuance of checks.

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## ADDITIONS TO MANAGEMENT TEAM

In February of 2009, George Kattermann joined our organization as VP of Catastrophe. Prior to joining our organization, George was the Director of Property and Catastrophe at American Family Insurance in Madison, WS. George has extensive experience and expertise in managing large catastrophe events for a major carrier. He brings to our organization the added benefit of understanding the benefits of process and technology to help streamline catastrophe response capabilities.

In July of 2011, Chuck Lawrence joined our organization as AVP of Property Program Operations. Prior to joining our organization, Chuck served in a number of roles at Main Street America Insurance Group in Jacksonville including Property Director as well as Product Manager over one of their three regions. Prior to that he had 14 years experience in a regional role with Chubb Insurance.

## Other Services provided by BrightClaim:

- f. Liability Claims Handling
- g. Contents Research and Evaluation
- h. Onsite Contents Handling and Coordination
- i. Centralized Property Claims Handling Unit
- j. P&C Inspection Services
- k. Warranty Inspection Services
- l. Warranty Administration Services
- m. Class Action Inspection Services
- n. ITV Inspection Services
- o. Catastrophe Property Services
- p. Large Loss Property Services

## CLAIMS HISTORY

<b>Claims Handled by year:</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
q. Liability Claims Handling	1479	3488	2344	2081
r. Contents Research and Evaluation	5620	6813	7011	7844
s. Onsite Contents Handling and Coordination	983	1056	679	1288
t. Centralized Property Claims Handling Unit	8935	7874	1893	9064
u. P&C Field Property Services	1659	2721	4735	8634
v. Warranty Inspection Services	3689	4677	6523	4877
w. Warranty Administration Services	1788	1965	2877	2170
x. Class Action Inspection Services	768	843	1423	1221
y. ITV Services	0	0	322	6477
z. Catastrophe Property Services	21347	7983	1693	16732
aa. Large Loss Property Services	0	518	288	337

# Executive Management

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**Howard L. Rogers, Jr. - President** Howard is responsible for BrightClaim's strategic direction. Prior to creating BrightClaim, Howard was Executive Vice President for Claims Management Services at Crawford & Company, the world's largest provider of independent insurance services. During his 16 years with Crawford, Howard had various responsibilities including Catastrophe Services, Technical Services, Subrogation Recovery, Investigation Services, Class Action Inspection Services, and successfully held various field positions in the Southeastern U.S. Howard completed his studies in insurance while attending the University of Tennessee, Knoxville. He has been awarded the AIC designation by the Insurance Institute of America and made substantial progress toward the CPCU designation. A past president of both the Chattanooga Claims Association and the Tennessee Claims Association, Howard successfully completed the Advanced Executive Education Program at Wharton in 2000.

**John R. McLaughlin, AIC - Senior Vice President** John's responsibilities include ClaimsCore, BrightClaim's solution for centralized claims processing, monitoring, and administration. John has 12 years experience in the claims industry, having served as adjuster, quality assurance coordinator, supervisor, branch manager, project manager and business unit director. He is cross-trained in personal and commercial lines property, general liability, and auto liability claims and also experienced in building products class action administration. John earned his Bachelor's Degree from the State University of New York.

**G. Steven Sugg - Senior Vice President** Steven's responsibilities include Schedule C, BrightClaim's solution for all personal and commercial property contents claims. Steven has 17 years of experience in the claims industry, including management of one of the largest property evaluation firms in the U.S. for over a decade. Steven oversaw the development of one of the claims industry's first stand-alone automated contents estimating systems and worked as a consultant with leading technology providers to the insurance industry. He also lead the development of a contents estimating unit at the world's largest independent insurance services provider and left that publicly traded company as a business unit director. Steven received his BBA from Oglethorpe University and also attended special programs at Harvard University where he received recognition for outstanding achievement.

**Larry D. Washington, CPCU, CLU, ChFC, AIC, AIM, AIU, - Senior Vice President** Larry's responsibilities include Inspection Services, Catastrophe Services and Environmental Response management. He has over 24 years of claims experience, including 10 years managing high profile class action settlements, product recalls, product warranty programs, quality assurance programs, and both environmental and catastrophe claims. In the class action arena alone, Larry has directly managed over 1,000,000 claims in the past decade. A member of the Society of Chartered Property Casualty Underwriters, Larry received his Bachelor's Degree from the University of Louisiana.

**L.H. Chase - Senior Vice President** Larry's responsibilities include BrightNET, BrightClaim's nationwide network of credentialed claims professionals, and the management of projects and development of business processes that enable the fulfillment of BrightClaim's commitments to its clients. Larry has over 30 years experience in the claims industry. Trained in the handling of both casualty and property claims, he specialized in workers compensation and professional liability claims. He later served in a variety of corporate staff, management and executive positions for an international provider of risk management services. Larry earned his bachelors degree from Wittenberg University and remains committed to life-long learning, having completed a variety of industry-specific and project planning courses, American Management Institute, trainer development, and team development and leadership programs.

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