



CENTRE FOR CLAIMS MANAGEMENT
AND SETTLEMENT

Your trustful partner on
Romanian territory!



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About RECREX

Since its entrance on the Romanian market in 2010 and nowadays RECREX was developed based on the values of professionalism, initiative spirit, trust and innovation.

RECREX has succeeded in establishing itself in the marketplace in a very short time through seriousness and by promoting the highest quality standards for services and products.

Grounded on the vision that „The challenges of other companies are our goals”, RECREX have initiated and built lasting partnerships based on trust and with beneficial results for all the partners involved.

The RECREX partnership brings major financial and marketing benefits to our clients by the uniqueness and differentiation that RECREX brings to the market. Our approach is different from the competition and favouring our customers and accuracy in performing the activity without alternative economic interests are essentially. Also one of our fundamental methodological references are the OECD Guidelines for Good Practice for Insurance Claim Management adopted by the OECD Council in 2004.

Excellence in Claims Management

Since the end of 2014, RECREX has specialized in providing services to insurers across the EU, offering complex expertise in claim files management, also to the people involved in accidents (injured or guilty parties).

Our professionalism has been recognized, RECREX being mandated by the Romanian Motor Insurers' Bureau for claims management and settlement on Romanian territory, on BAAR and insurers behalf.

Also, RECREX has received the correspondent quality, fulfilling all the conditions of the Internal Regulations of the Council of Bureaux, for claims management in the Green Card System and according to the 4th Directive.

Since 2016, there has been set within the company the Centre for Claims Management and Settlement with Pan-European competences in the Green Card International System and according to the 4th Directive.



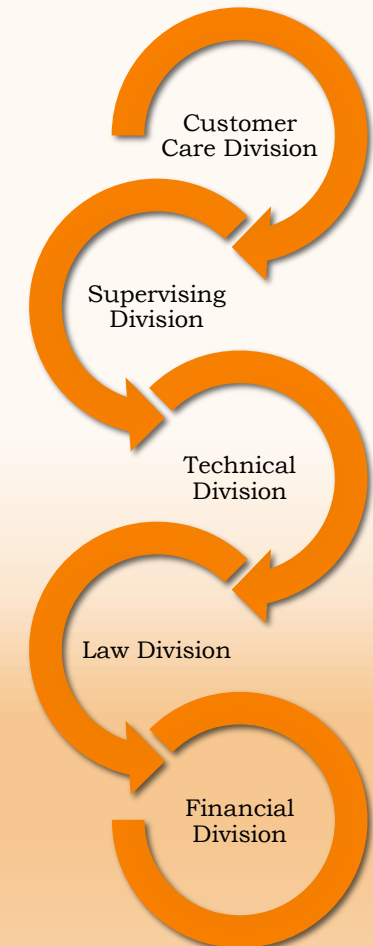
Why RECREX Solution?

- National and international area of expertise
- Over 200 experts and collaborators specialized in claims management
- Speed and efficiency in the claim files opening and investigation
- High capacity of claims payment
- High processing capacity
- Fair and objective assessment of damages according the laws in force
- Unique and effective solutions that make a difference
- Expert advising and performant legal representation
- Improved financial results and the quality of claims management process
- Decreased loss rates and limited frauding attempts
- Durable partnership based on trust and benefits

Integrated Claims Management System

The activity of the Centre for Claims Management and Settlement is organized in specialised working divisions, covering all the claims management in all its stages:

- Damage notification and approval, the third party relation management and the dedicated call centre within the Customer Care Division
- Cover confirmation, the insurers communication cycle and the claim files supervising through the Supervising Division
- Damage investigation, establishment of the exact damage circumstances, veracity control and assessment by the Technical Division. This division also provides calculations based on specialized software for an objective determination of damage amount and additional specialized expertise.
- Providing expert advising and legal representation through Legal Division
- Claim files payments, reimbursements and claim files closing by the Financial Division. RECREX permanently has the financial capacity to compensate injured parties as provided by the Romanian law.



Our Results

The integrated claims management system within the Centre for Claims Management and Settlement is supported by a national network of over 200 experts and collaborators, also by a complex IT system that has been developed and customized for efficient claims management.

This integrated approach of claims management makes us unique on the market and differentiates the RECREX work from other claims agents and correspondents from the market. At the same time, the advantages for our customers are obvious, having a direct positive impact on their KPIs and on their financial results.

Our customers have registered vertiginous loss and fraud rate reductions, also the increase of quality and efficiency of the whole claims management process.



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Contact information

RECREX SRL

Headquarters: Bld. George Enescu 16, Suceava,
Romania

Telephone: +40 230 239 933

E-mail: office@recrex.net

www.recrex.net

