

CLAIMS MANAGEMENT

DESKTOP CLAIMS HANDLING

Based in Cologne, our subsidiary Gielisch Claims Management (GCM GmbH) is a competent, full-range provider of desktop claims handling, staff leasing and loss adjusting services. GCM also provides claim audit services at the national and international level.

SERVICES

Claims Management Services

- process-based desktop registration of new claims
- online claims portal
- management and administration of high-frequency low value claims
- review of policy terms and assessment of coverage
- validation of liability claims
- application for police records and/or public prosecutor's investigation files
- appointment of surveyors and loss adjusters
- assignment of repair contractors
- reporting
- settlement
- recovery

Risk Management Services

- statistical claims information and analytics covering all loss aspects and providing insurers and risk managers with an indispensable tool for product analysis and product assessment

Staff Leasing Services

- assisting clients facing staff shortages due to parental leave, illness, special projects, etc.
- customised, flexible staffing from our team of claims specialists
- compliant with the Germany Law on Temporary Employment

Loss Adjusting Services

- coordination of cause investigations
- reporting
- review of policy terms
- recommendation for settlement

Audits Services for Insurers, Brokers, and Captives

- definition of independent assessment procedures to ensure compliance with quality management requirements
- assessment of processes
- performance review in terms of correct claims handling
- assessment of adherence to key performance indicators (KPI) defined by the Principal
- assessment of adherence to service standards

LINES OF BUSINESS (PERSONAL/ COMMERCIAL/INDUSTRIAL LINES)

- property and real estate
- liability
- comprehensive and third-party motor insurance
- marine cargo/ carrier's liability
- personal injury claims
- accident claims

CLAIMS SPECIALISTS

- lawyers
- business graduates
- insurance professionals
- social insurance professionals
- paralegals
- art historians
- native speakers of: English, French, Italian, Spanish, and Turkish

CONTACT



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Since its foundation in 1918, C. Gielisch GmbH has become one of the leading firms of independent surveyors and loss adjusters in Germany. At our 15 offices across Germany we employ over 60 surveyors and loss adjusters who provide comprehensive claims services to our national and international clients in the insurance industry.

gielisch

www.gielisch.de