

CASE STUDY

ANPAC provides fast, proactive service to clients with the help of Aon Benfield platform

A Client Success Story

American National Property And Casualty Company (ANPAC) relies on Aon Benfield's ImpactOnDemand® to help manage its loss exposures, but the Springfield, Missouri-based multiline carrier has seen an even bigger benefit: the tool improves ANPAC's ability to show policyholders how much the company cares.

ANPAC's Jim Flinn, director of risk analytics and loss reserving, spoke about the advantages of ImpactOnDemand in responding to claims and reaching out to the insurer's agents and customers.

ImpactOnDemand "allows us to react very quickly to catastrophes," he said. For example, with respect to wildfires, the tool helps ANPAC "see exactly where our policies are located and how close a fire is burning. This allows us to let people know a fire is in their area," Flinn said. "Notifying our clients and showing them that we care—that's important to us."

In addition, ImpactOnDemand helps ANPAC prepare its response to hurricanes and severe storms, he noted. "The mapping tool gives us the ability to effectively deploy our catastrophe response teams," Flinn said.

ImpactOnDemand was especially helpful in the May 22, 2011, EF-5 tornado that devastated Joplin, MO., only 75 miles from ANPAC's home office, Flinn said. "Using the software we were able to overlay the storm track on our policy footprint and decide the best place to put our mobile claims staff."

ANPAC has embraced ImpactOnDemand, which is widely used by Flinn and his colleagues. "It has been embraced particularly by our underwriting department," he said. "Our underwriters are excited about what ImpactOnDemand can do for them and are using it more and more."

Flinn said he would advise others to "get as many people using ImpactOnDemand as possible. The functionality will benefit all areas of the company. From risk management to claims to underwriting to actuarial, everyone should use it."

We're here to
empower results

Contact us

Doug Olson
doug.olson@
aonbenfield.com
+1 952.886.8038

About American National Property and Casualty Company

American National Property And Casualty Company is headquartered in Springfield, MO. It is a subsidiary of American National Insurance Company (ANICO) of Galveston, Texas. American National Multiple Line exclusive agents offer a combination of life insurance, annuities, property and casualty insurance for personal lines, agri-business, targeted commercial exposures and other services. Multiple Line agents serve individuals, families and business owners.

About ImpactOnDemand

ImpactOnDemand® is a highly innovative and versatile platform enables clients to visualize and quantify their exposures to risk, in addition to performing sophisticated, detailed data analysis to drive insightful business decisions. ImpactOnDemand assists clients in global individual risk mapping, pre-binding underwriting analysis, risk driver analysis, claims planning and preparedness, post-catastrophe analysis, identifying exposure accumulations around terrorist targets, and a host of other functions.

"We feel that Aon Benfield has a good understanding of our operations, does a great job placing our reinsurance and provides value adding additional services."