


# CERTUS CLAIMS

*Extraordinary  
Claims Handling  
for the  
Hospitality Industry*





**You can't afford  
to waste another  
*Minute,*  
or another  
*Dollar,*  
on mediocre  
**Claims Handling.****

**C***ertus Claims was created for one reason: to give you extraordinary claim service and results! We are a specialized, independent claim administrator based in Camarillo, California. We are in business to manage and resolve your liability, auto, and property claims. We also provide you with risk management information, claims status, and financial detail in real time.*

***Our Specialty: The Hospitality Industry***

We focus our expertise on the Hotels, Motels, Resorts and Casinos that make up the Hospitality industry in the United States. Our clients represent all major segments of the Hospitality industry, including: luxury, mid-market, and limited service. We understand the unique challenges of each market segment and put our experience to work for you.

## Why You Want Certus Claims On Your Side

- You want the bottom-line **results** that only specialists get.
- You want the **expertise** that comes with staff that has handled more than 20,000 hospitality claims.
- You want claims **information** that is current and in the format you choose.
- You want a full-service, **centralized** claims handler that can accommodate first-dollar insurance, deductibles, or self-insured retentions.

### Results

Your satisfaction is our measure of success. We craft each service agreement to meet your individual needs, then commit to specific standards that guarantee your satisfaction.

- Claims reporting, 24/7/365
- Centralized claims handling
- Investigation by professionals
- Use of hospitality experts
- Advancement of funds from our Trust Account
- Litigation management
- Alternative dispute resolution
- Risk management information
- Training and workshops
- Financial tracking, reporting, and reconciliation of SIR's

### Expertise

If your claim representative doesn't understand that many of your claimants are also your valued guests, it can cost you goodwill and repeat business. It is crucial to have a claims specialist with expertise in liquor liability, innkeeper statutes, swimming pool standards, food handling, building codes, and the defense of hotel slip-and-fall claims. Inexperience can hurt your bottom line. You never have to worry with Certus Claims. Our success with hospitality claims is simply unparalleled.

### Information

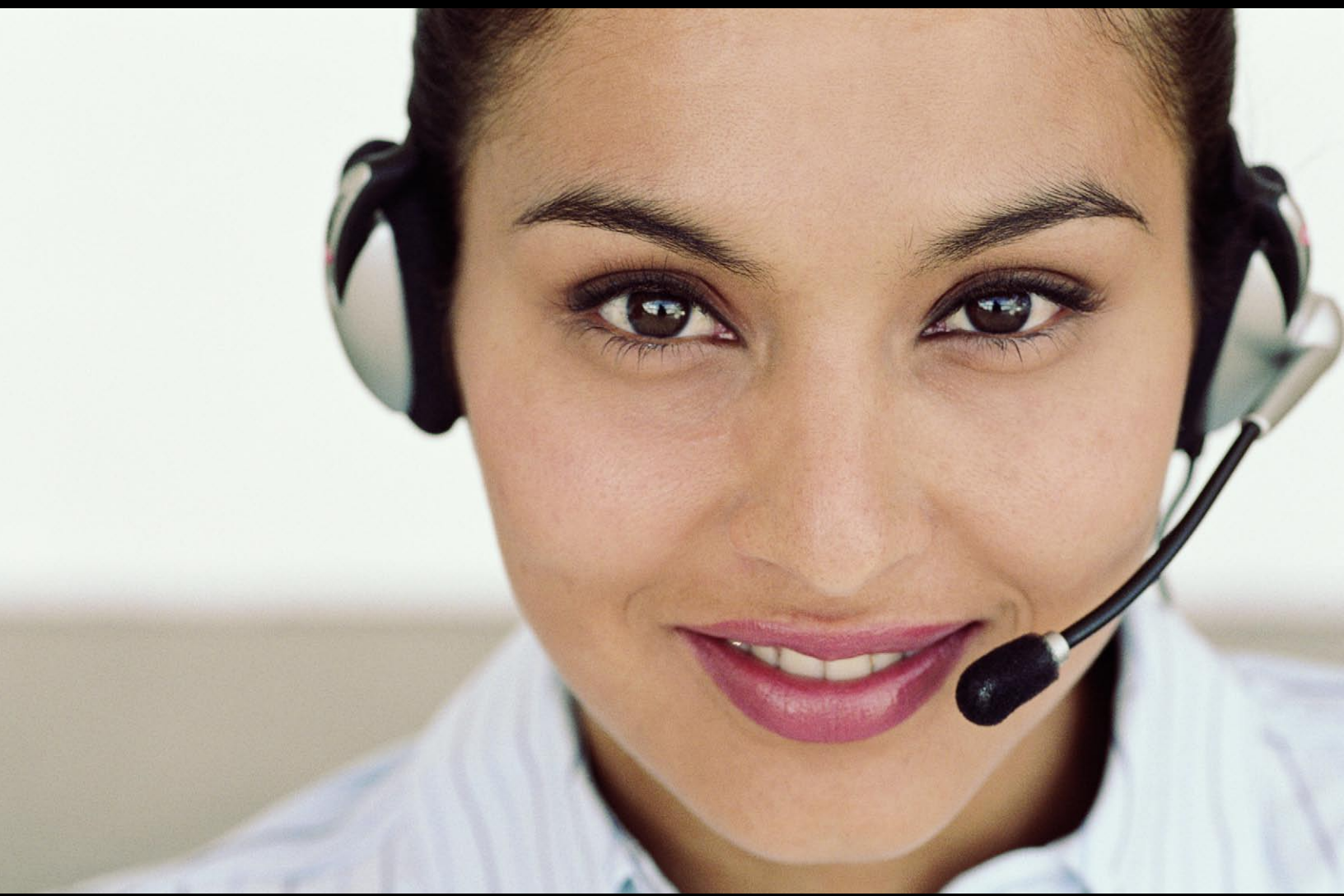
Our state-of-the-art claims system allows us to provide both real-time and "as of" claim reports. We can deliver data to you through regular mail, email, or online access. Information is presented in polished, easy-to-read reports, or in downloads you can manipulate to your specifications. If you need the ability to track deductibles or self-insured retentions, we can do it.

### Centralized

When you are presented with a claim or a lawsuit, you want a prompt, professional response from your claims administrator. With Certus Claims, you will never be passed from person-to-person or office-to-office. Based on your profile, we assign to you a primary claims specialist and backup, or a dedicated team of claim specialists. You can count on your assigned Certus Claims representative knowing and meeting your business needs – every time.

- You receive a fast, consistent response on each claim.
- We administer your claims in all 50 States as well as the Commonwealths and Territories of the United States.
- You benefit from our national network of investigators, attorneys, and industry experts, coordinated from our headquarters in Ventura.
- We are accessible at all levels. You can always reach a Manager empowered to help you when you have questions, concerns, or suggestions.
- Certus Claims is large enough to meet your full-service needs—yet not so large that we lose sight of the unique features of your particular operation and clientele.





*Certain.  
Settled.  
Resolved.*



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