 **Administrator’s Questionnaire**

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| Administrator Name |       |
| Address |       |
| City |       | State |       | Zip |       |
| Phone Number |       | Website |       |

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| State(s) where doing business |       |
| Number of years administering claims |       |
| List other lines currently being managed |       |
| Total number of self-insured accounts currently managed |       |
| Number of accounts you anticipate to add in the next year? |       |
| Number you anticipate to add in the next 5 years? |       |
| Average pending case load per adjuster? |       |

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| Which of the following programs are currently in place? |
| [ ]  Medical Bill Review | [ ]  Fee Schedule |
| [ ]  Preferred Physican List  | [ ]  Other (please attach information) |

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| What is your philosophy on fighting claims versus settlement?  |       |
| How are reserves determined?  |       |
| What is the dollar threshold for large loss reports?  |       |
| What reserving method is used? |       |
| How frequently are reserves and payments reconciled?  |       |
| How do you handle inherited claims? |       |
| What computer system do you use? |       |
| Do you use outside vendors for loss record data storage?  |       |
| URL of website |       |

Do you offer any additional services such as loss control? [ ] yes [ ] no

Do you utilize any outside vendors for loss control or surveillance services? [ ] yes [ ] no

Are there any subsidiaries or parent companies you are associated with? [ ] yes [ ] no

Are claims guidelines or procedures followed when a claim is received? [ ] yes [ ] no

Do you consider client input when establishing a reserve amount? [ ] yes [ ] no

Do you have meetings with customers in regards to claim reserves? [ ] yes [ ] no

Do you use outside vendors for loss record data storage? [ ] yes [ ] no

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| Please attach copies of the following documentation to complete this questionnaire: |
| [ ]  Claims Guidelines or Procedures | [ ]  Litigation Guidelines |
| [ ]  Large Loss Report  | [ ]  Organization Chart/Claims Staff Resumes |