

# Conversation Management



THE COTSWOLD GROUP

*Asking the hard questions*



Conversation management is a highly effective tool in selected types of claims validation.

At The Cotswold Group we rely on our highly trained team of Conversation Managers to help us provide our customers with the fastest, most cost effective and reliable screening of claims enquiries. With products encompassing Motor Theft, Liability and Travel, we have a product to suit most needs, and the experience in managing a desk top solution which can be engineered to meet your individual needs.

Low risk claims are immediately returned for fast track settlement.

In the event of a suspect or high risk claim being identified, Conversation Management is supported by and linked directly to our established field investigation service where our experienced team of Field Investigators can provide a focused enquiry which benefits from the groundwork previously carried out within the Conversation Management team.