



LOSS DRAFT SERVICES

Among the keys to efficient loan servicing are expedient claim handling and loss draft processing. Protecting your interests as a lender or servicer and providing a positive experience for your customers are core goals of our Loss Draft Services. We vow to serve all parties of interest in a claim with the knowledge, experience, professionalism, and empathy they expect. Tokio Marine Highland is wholly owned by Tokio Marine Kiln, one of the largest carriers in the Lloyd's of London insurance market, rated A+ by Standard & Poor's for financial strength, and a member of the Tokio Marine Group.



Efficient, accurate, and timely loss draft processing and procedures



Backed by strong and reputable ownership with market presence in 200+ countries



Frees up resources for core functions, growth, and revenue generation



Dedicated Loss Draft Specialists for responsive and knowledgeable service



Strong data security, processing system, and business resilience

Main Benefits

- Outsourced loss draft services yield back resources for core lending and servicing functions
- Claimants and customers receive professional and thoughtful service that helps them recover more quickly from a loss or damage to property

Highlights

- Well-defined procedures in processing loss drafts, monitoring repairs, disbursing funds, and file status reporting
- Expedient intake and disposition of non-monitored loss drafts subject to threshold amount, loan status and other factors as agreed with client
- Complete repair or reconstruction monitoring and inspection for accurate and timely disbursement of funds at preset completion stages and increments required by client
- Monthly loss draft status and activity report to track efficiency and highlight unique claim situations or challenges
- Highly competitive fees for non-monitored and monitored loss draft processing

What Customers Say



"Janet went far beyond mere competence to offer her expertise and advice. She also made us feel comfortable asking novice-level questions. We ended up feeling that we had a friend helping us through this."

– Christine F. Mesa, AZ



"Thank you. I really appreciate your help. Very professional!"

– William B. Bonita Springs, FL



"Thank you for being courteous and for your professionalism."

– Pam M. Corpus Christi, TX

For Questions or More Information

- For questions or information on other TMH solutions, please call your TMH representative or visit us at: www.tokiomarinehighland.com/products-and-services/financial-services-solutions/professional-services