

CLAIMS MANAGEMENT

MPM's proactive claims philosophy continues to speak for itself.

When a claim is made against an MPM insured, MPM's claims management team immediately deploys coordinated expert resources to build an effective defense. The team executes a three-step process to expedite the claim's course of action:

- ① Immediately assemble all factual and relevant evidence.
- ② Determine the insured's liability, if any.
- ③ Resolve the claim based on the facts.

Further, MPM searches far and wide to identify attorneys and experts who have compiled a superior record of success in defending like cases. MPM engages only the best of the best to preserve and protect the reputation of the physicians we insure.

The MPM claims team has accomplished remarkable, proven success.

- MPM has closed more than 87% of all claims received since inception.
- Of all claims closed since inception, more than 80% were closed with no indemnity payment.
- Of those closed with indemnity payments, MPM's average indemnity payment was 31% less than the state average.*
- MPM closes claims 3.5 times faster than the state average.*

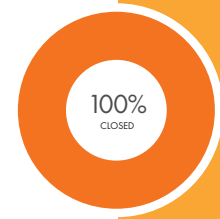
* State average includes MPM data

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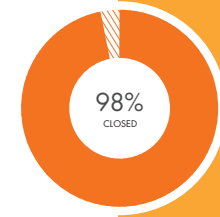
287 N. Lindbergh Blvd.
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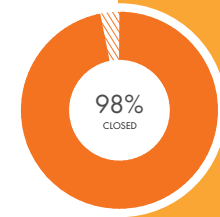
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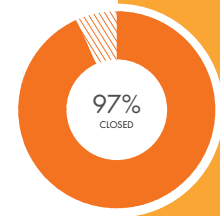
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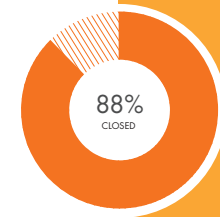
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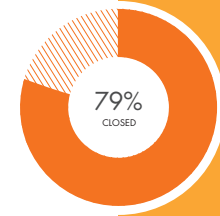
2006



2007



2008



2009

