



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 a wholly owned subsidiary of Tokio Marine Kiln (TMK), one of the largest carriers in the Lloyd's insurance marketplace, and benefits from Lloyd's financial strength, including an A+ rating from AM Best.



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