

Percentage of Claims with Supplements (Auto)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Claims with Supplements (Auto)

Definition & Measurement Details



What is Percentage of Claims with Supplements (Auto)?

The total number of paid insurance claims that require a supplement after initial inspection divided by the total number of claims paid over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Claims with Supplements measures the accuracy of the damage assessment of the insurance company's adjusters. A low value for this KPI may suggest inadequate training protocols for adjusters, an

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of auto insurance claims that require a supplement from a repair shop, and (2) the total number of auto insurance claims paid for the same period of time.

ABRIDGED CONTENT
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Percentage of Claims with Supplements (Auto)

Benchmarks & Characteristics of High Performers



Percentage of Claims with Supplements (Auto)

(Number of Paid Claims that Require a Supplement / Total Number of Claims Paid) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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