

## **PMA's Customer Service Center (CSC)**

At PMA, we understand superior customer service and that it needs to be available whenever our clients or their injured workers need it. That's why we operate our own 24/7 call center staffed with 160 PMA employees. With a relentless focus on providing round-the-clock customer service, our CSC's culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients.

### **What Makes our Customer Service Center Different?**

Our call center personnel are experts in medical bill handling and know firsthand PMA's systems and processes. They handle inquiries from injured workers and providers, and give our claims professionals more time to focus on managing other important aspects of their claims, such as litigation management, compensability, return to work, subrogation, and more.

- 30+ Customer Service Representatives who handle about 500,000 calls a year
- Multi-lingual customer service representatives and translation services available
- Average call hold time less than 22 seconds
- 35,000 customer service calls answered every month
- 1,000 customer service calls and inquiries removed from adjusters' desks
- 1.5% phone call abandonment rate
- 95% of all medical bills processed and paid within 30 days
- Process bills for case management, copy fees, court costs, investigative bills, etc. so claims professionals can remain focused on claims
- 30+ specialists dedicated to reviewing medical bills for relatedness decisions



Ultimately, this unique service approach allows for qualified inquiries to reach our claims professionals with essential background information and insight provided for quicker, more effective decision making—and superior customer service.

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#### **About PMA Companies**

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results. PMA Companies includes PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group ([www.oldrepublicinsurancegroup.com](http://www.oldrepublicinsurancegroup.com)), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

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