

## The Napa River Difference

As our client, you will never deal with unfocused, generic “team members.” Napa River assigns each client a specific claims handler that functions as the main point of contact on all matters. Your contact will work with you directly to ensure a clear understanding of your claims goals and will outline a specific course of action to help you achieve them.

### Who We Are

Napa River Insurance Services, Inc. is a premier provider of claims services in a niche transportation market. We have handled and resolved thousands of transportation claims, so we truly understand the trucking industry and the particular challenges it faces.

We take a comprehensive approach to transportation claims, providing a unique blend of expertise, responsive and personalized service, and innovative programs and technology to reduce your total claim cost and manage risk.

### What We Do

Because our team focuses only on transportation claims, we are skilled at effectively handling all types of trucking losses. We understand claims become more expensive the longer they remain open, and a reduction in the number of open claims directly affects the level of collateral required. To that end, we aim to close claims as efficiently as possible while securing the most favorable outcome. Additionally, our nationwide network of trusted, proven vendors understands our mission and is ready to aid us in achieving this objective.

Simply put, our strength is in our people.

### FileHandler™

FileHandler, our claims management software, provides instant, real-time access to view your claims and all supporting documents. This web-based system gives you the control to generate customized loss run reports any time you choose. Alternatively, our team can prepare automated loss runs on your behalf. In this way, FileHandler provides you with the flexibility to choose how and when to view your most current information.

### Napa River Insurance Services provides:

- A single source of claims contact who knows and understands your claims goals
- Managed claims within SIR from start to finish
- FileHandler, our state-of-the-art claims system with online real-time access to all claims documents, financials and loss reports
- 24/7 engagement of our experienced claims personnel for any claim emergency needs
- State and federal claims reporting on Medicare, OFAC, SIU, ISO-Index and child support liens
- Nationwide access to claims vendors with pre-negotiated reduced rates
- Legal monitoring and bill review
- Excess carrier claim reporting

### Contact

**Suzanne Shields**  
Director

(615) 519-8519  
sshields@napariverinsurance.com