

## THE TSI CLAIMS SCORECARD 1000 INSTRUCTIONS

To be completed by the most senior claims department executive/manager, with the assistance of staff if necessary.

In some cases, references to documentation will be necessary.

### PLEASE READ THE FOLLOWING BEFORE YOU BEGIN

The questionnaire is designed to be completed using the computer mouse. To answer a question, use the mouse to left-click on the appropriate answer. To activate a "drop down" list, click on the arrow. Try the following examples.

Which one of the following key results or goals do you think is more important than the other (select one)

Do you generally have formal agreements\* with preferred vendors?

### NOTE:

DON'T KNOW is highlighted by default

Do you think the claims department operates at or close to a best claims practices level?

- 1 being your lowest ("Poor") rating or NO
- 2 being your next lowest or "Below Average"
- 3 being "Average"
- 4 being your second highest or "Very Good"
- 5 being your highest ("Excellent") rating or YES

In answering the previous question, is your "best practices" comparison standard the practices of:  
(click for each one applicable)

- Your competitor insurers?
- Ontario insurers?
- Canadian insurers?
- U.S. insurers?
- Specialty insurers?
- North American insurers?
- International insurers?

Answer all questions and sub questions, where applicable.

The questions marked with an asterisk \* may require documentation later to support your answer. No new documentation should be prepared to answer the questions asked here.

The answer to every question will be scored and weighted. The scoring on the answers to some questions depends on the answers to others requiring judgments to be made.

## CUSTOMER COMMENTS

If you wish to comment on any aspect of, or question in this Questionnaire, or identify a significant best practice that you follow that has not been asked about, or if you wish to qualify an answer, you can do so at the end of this questionnaire. If your comment is in regard to a specific question, please identify the question number and page number in your narrative.

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