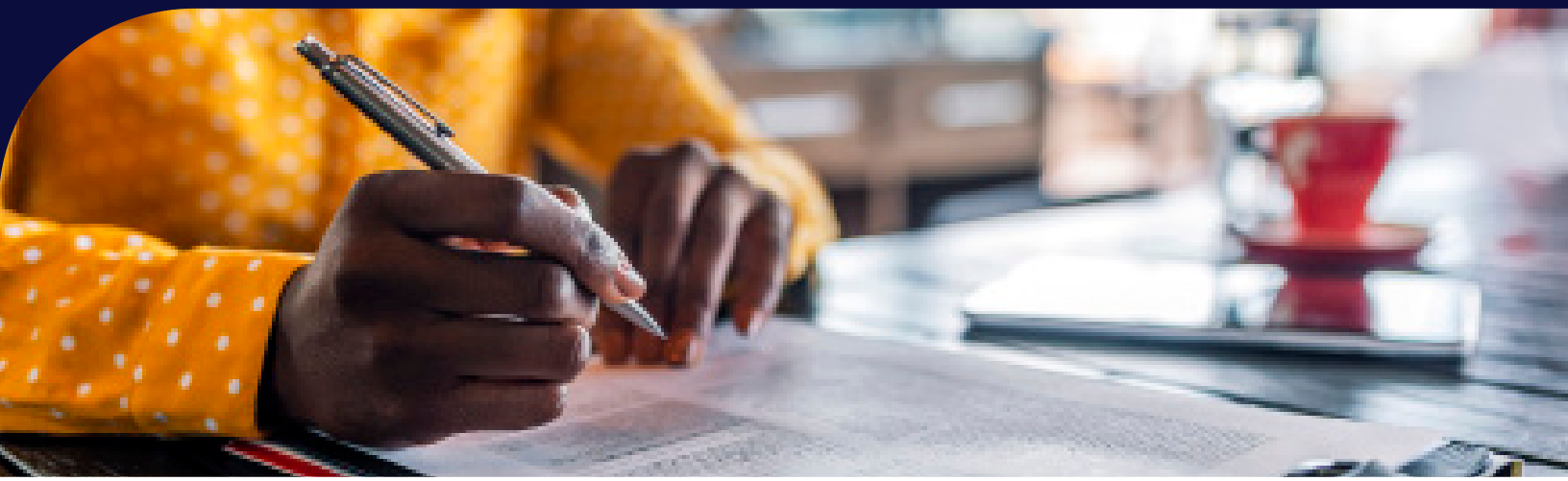
HIGH DEFINITION VEHICLE INSURANCE

Claims made easy, efficient, and effective

From submissions to outcomes, HDVI's focus on data and customer service improves the claims process from end to end



A better way to manage claims

HDVI's in-house claims team is made up of experienced claims professionals and aligned with our fleet services team so they are aware of losses quickly, have access to related telematics data, and can tap into and understand how the fleet operates. This allows us to act quickly, and to help our customers manage claims with confidence.

Quick response and faster resolution

In case of a loss, our claims and fleet services teams work together to obtain immediate access to telematics data and road-facing video, which can be crucial to achieving the best claims outcome. With telematics data, HDVI can quickly access information about the accident, such as the location, time, and speed of the vehicles involved, expediting the claims resolution process and reducing the time to pay out claims.

Claims tuned to the needs of trucking companies

Trucking is a challenging business, and that extends to claims handling. HDVI's claims team brings the right resources into the process to help protect trucking companies and drivers. By utilizing telematics data, our team can offer a more precise account of the accident, aiding in the determination of fault and the extent of damages incurred. This can reduce the likelihood of fraudulent claims and ensure that the correct amount is paid out.

Reduced costs and downtime

In addition to telematics data used to identify safety trends, coach drivers, and help prevent accidents, fleets can use post-accident telematics data and claim data to understand shortcomings and take corrective actions to avoid claims in the future, reduce downtime, and save money. Your dedicated fleet services representative is ready to assist you in analyzing telematics and claim data to take your safety program to a whole new level.

HDVI claims benefits at a glance

- ✓ 24/7 claims reporting
- ✓ Experienced trucking adjusters
- ✓ Claims number provided to customers same day when reported within business hours
- ✓ Faster resolution of claims
- ✓ Direct access to U.S.-based support team and constant contact with assigned claims professional
- ✓ Emergency response team at point of accident and available for post-incident fact gathering
- ✓ Quick access to telematics data and video and knowledge of customers' operations from HDVI fleet services team

Experienced trucking claims professionals

Our claims team has more than 90 years of combined experience working on claims in the trucking industry. They understand the unique challenges and risks associated with operating a fleet of semis and will provide you with the support you need to get your claims resolved quickly and efficiently.

Karla Ferguson
Chief Claims Officer

Jim McTighe
Claims Manager

Benjamin Howley
Claims Operations Analyst

Michael Spencer
Claims Supervisor

Lisa Rivera
Senior Physical Damage Adjuster

Holly Owen
Physical Damage Adjuster

Charlie Craig
Physical Damage Adjuster

Janice Haynes
Senior Liability Adjuster

Erica Russell
Liability Adjuster

Stephen Harrison
Liability Adjuster