

ONDA

the easiest way
to manage a claim



The background of the slide features a photograph of a severely damaged floor, likely made of stone or concrete, with large sections missing and debris scattered around. A semi-transparent red overlay covers the entire image. In the center-right area, there is a faint, white wireframe globe graphic.

GREAT EFFICIENCY ON GREAT NUMBERS

High-frequency property claims



20.000

claims managed in one year



90%

assignments returned



**CLAIMS AVERAGE COST
REDUCTION**

thanks to real time control systems



**MANAGEMENT TIME
REDUCTION**

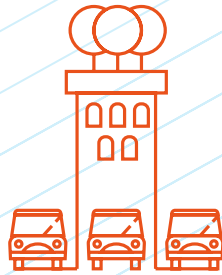
thanks to constant staff training and quality control

THE CLIENT AT THE CORE

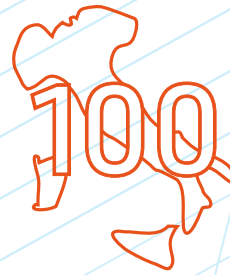
Client-oriented solutions for
high-frequency property
claims management



OUR ORGANISATION



HQ in Lucca, company fleet
and internal quality control.



experts throughout Italy,
who guarantee elasticity and
their active presence within
the territory, which means
short times of inspection and
management.



10 always active logistics
helpdesks and 5 quality
checks.

OUR ORGANISATION



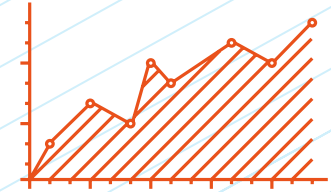
Average inspection
time: 3 days.



Average claim closing
time: 30 days.



Ability to handle claims
on the spot thanks to our
new Google management
system FLYWEB.



Flexibility and adaptation
to market demands.



READY FOR ANYTHING

Catastrophic claims

A TASK FORCE AT THE SERVICE OF INSURANCE COMPANIES

In case of **catastrophic claims**, Onda is able to cope with any kind of claim by mobilising its **task force**.

On March 5th, 2015, an unprecedented weather event occurred in Tuscany.
In the next 24 hours, Onda replied to that exceptional situation using most of its resources located in the national territory.





TASK FORCE

Loss adjusters: 50

Logistics officers: 12

Managers: 4



80%

Saving up to 80% on claims settlement

COMPETENCE

in assessing policy general conditions of insurance on the spot

CARE AND PROFESSIONALISM


in clients management

TIMELY INTERVENTION

to minimise business interruption

TIMELY EXACT RESTORATION ASSESSMENTS

to reduce costs and speculations

An aerial photograph of a cityscape, featuring a large building under construction in the foreground. The building has a flat roof and is surrounded by other urban structures. A complex geometric wireframe pattern, resembling a sphere or a network, is overlaid on the image. The entire image has a warm, orange-red color cast.

COMPLEXITY EXPERTS

Complex claims



10

loss adjusters compose the team dedicated to the management of complex claims



SKILLED EXPERTS

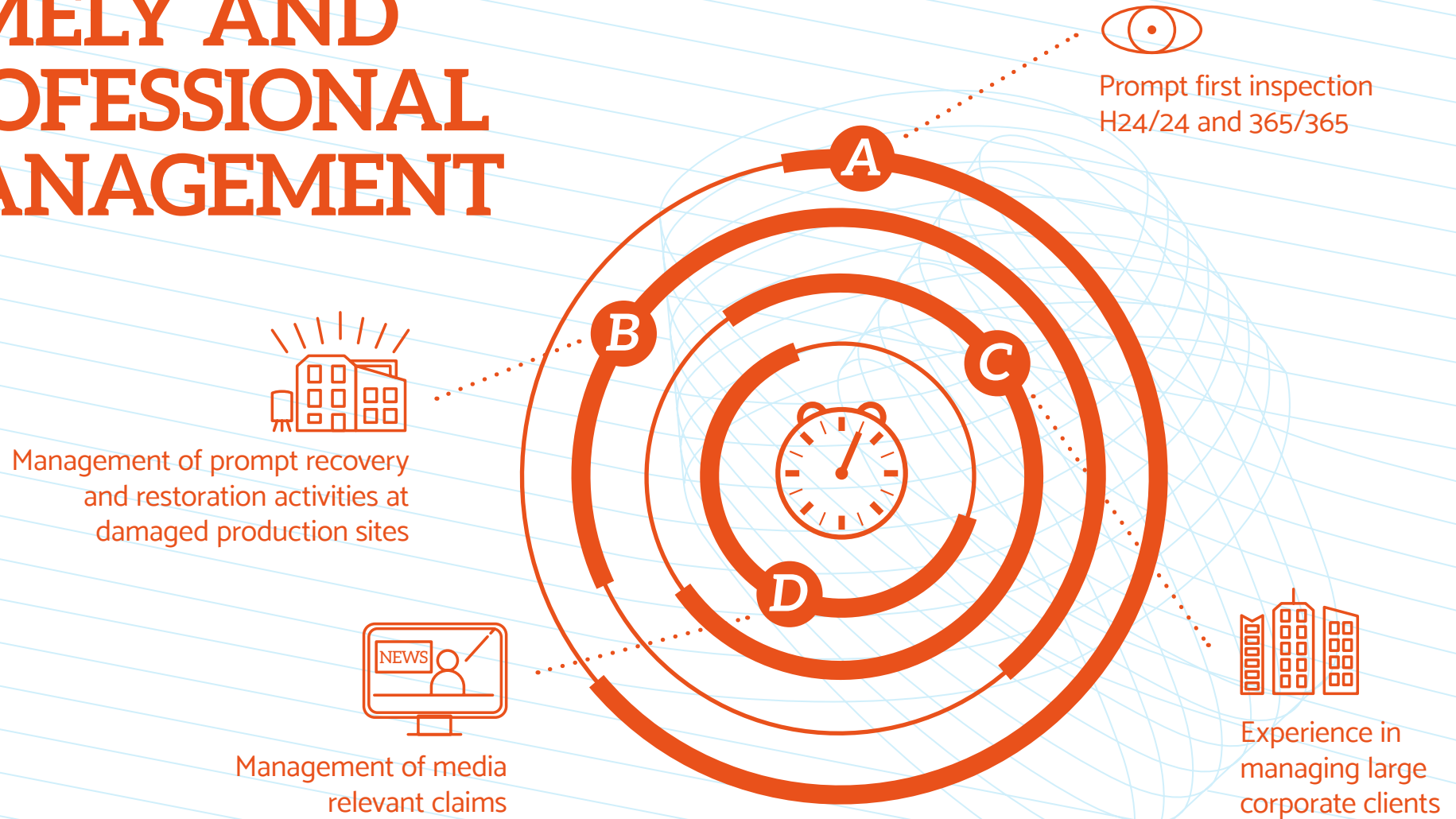
specialised in claims management



TYPES OF CLAIMS

large fires, machine failures, floods, earthquakes, civil liability, business interruption and pollution

TIMELY AND PROFESSIONAL MANAGEMENT



DRONES

Drones with thermal cameras and 4K cameras for 3D topographic and photogrammetric surveys





ENAC CERTIFIED OPERATORS

“Remote Aircraft Piloting” pilots certified
by the Italian Civil Aviation Authority



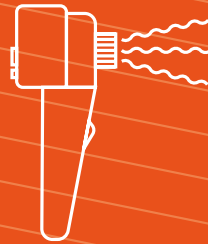
ENDOSCOPE


Video inspections with electronic endoscope on machinery and equipment



THERMOGRAPHY

Predictive investigations and
post-claim inspections





ANALYSIS AND SAMPLING

Surveys with photoionization detectors
to search for accelerants and sampling






SAFETY

Equipment for interventions
in dangerous places



An aerial photograph of a historic Italian town, likely Lucca, with its characteristic terracotta-tiled roofs and stone buildings. The image is overlaid with a solid blue color and a pattern of thin, white, wavy lines that resemble water ripples. The text is centered over the middle of the image.

ONDA

20 years of experience
in claims management



Via Romana 615/p, loc. Arancio, 55100 - Lucca

mail **info@ondagroup.net**

ph **+39 0583 44 19 11**

fax **+39 0583 17 70 157**