

Service  
Excellence

Management Update

Revolution

## Growing Smart: Please welcome Partners Claims Services

About Partners Claims  
Services

Partners Claims Services is a third party administrator founded 15 years ago by principals Tom Williams and Jim Davis. Based in the greater Seattle area, Partners brings industry expertise and a commitment to service excellence to the Matrix family. Partners' claims management integrates general liability/property and workers compensation claims into a single platform for predictable, measurable performance and superior service.

Additional services include:

- 24/7/365 Emergency Claims Reporting and Assistance
- Claim investigation, recommendation and subrogation services
- Loss adjusting services
- Ongoing claims training

It is my great pleasure to announce the Matrix family is growing strategically and significantly: *Effective July 1 we welcome the principals, staff and clients of Partners Claims Services to Matrix.*

A full service TPA based in the Pacific Northwest, Partners Claims Services (Partners) has been a Matrix strategic partner, providing ancillary services to a segment of our workers' compensation and integrated disability clients. Our working relationship has benefited from, and grown under, their consultative approach and service excellence orientation, which aligns well with our own market position.

In addition to these synergies, PCS brings expertise in several markets desirable to Matrix and in high demand in the market. For example, with this acquisition Matrix can now administer workers' compensation, auto liability and general liability claims in an integrated, one-source fashion. *Just this multiline capability – plus the talent, experience and technology we gain from – expands our workers' comp prospect base by as much as 50%!* Not only is multiline management in high demand, superior claims management across multiple lines is invaluable to commercial clients nationwide.

Simply put, with this expansion we aim to approach more business, sell more business and keep more business, longer.

I am pleased to introduce the legacy principals of Partners Claims Services, **Tom Williams** and **Jim Davis**, who will join our management team, reporting to **Tim Rarick**, Vice President of Product Strategy & Solutions. They will oversee integrated WC/AL/GL claims service delivery, subrogation and other related services.

Our enhanced one-source capabilities will be available to clients as a full portfolio of risk management services, marketed under our standalone Matrix TPA branding. We aim to grow both reputation and market share in workers' compensation and new, related property & casualty claims markets with these new offerings and a singular commitment to service excellence.

Please join me in welcoming Tom, Jim and our new colleagues from Partners to the Matrix family. If you have any questions regarding this announcement, please reach out to [Tim Rarick](#) or myself.

Ken Cope  
President

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