



## Case Study

### Organization

QBE Insurance Group Limited

### Location

United States

### Industry

Insurance

# Processing Disaster Loans Faster

QBE North America is part of QBE Insurance Group Limited, one of the top 25 insurers and reinsurers worldwide. QBE's financial partner services segment includes lender-placed and residential property insurance. Additionally, QBE helps clients anticipate catastrophic events like natural disasters that bring destruction to its customers spread across the United States.

## What did they do?

After Superstorm Sandy, in New York and New Jersey alone, more than 100,000 customer loans were impacted. Using QBE's Catastrophe Manager website, built on Esri® technology, QBE clients had the information they needed to answer crucial questions, such the location of the greatest risk of loss, how much overall monetary loss exposure was in the portfolio, and how many loans were affected. Clients were also able to access the website to see how many homes were actually impacted, even when staff members couldn't drive to the location due to impassable roads.

## Do I need this?

Esri helps QBE and its client quickly get up to speed on potential claims and losses. By having the numbers, such as wind speed and storm surge, in advance of a natural disaster, customers can be ready to identify losses and accelerate the recovery process. This information can help tens of thousands get money sooner to begin rebuilding.

For more information, visit [esri.com/insurance](http://esri.com/insurance).

"We have a better understanding of where damage is likely before and immediately after an event. Once the storm passes, people often need help. Phones are down, and you don't have immediate access to locations. Predictive mapping gives us an understanding of where we need to be as soon as possible."

**Matt Eimers**  
QBE



Understanding our world.