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Commercial Insurance/Work Comp Case Studies

Industry: HVAC Contractor/Machine Shop

We had a business with 65 employees reach out to us that had multiple divisions, an HVAC business, machine shop, and fireplace division. All divisions are owned by the same entity and individual. They had a few auto and general liability claims plus their experience mod rose to a 1.10 from their typical .75. Their current carrier dropped the entire account and the agent didn't have other options, so they were forced to use excess carriers and go into the state work comp pool. Their premium rose from \$190,000 to \$350,000 as well with no work comp dividend. 5G/GOEBEL came in and searched for three months finding carrier options. There were a number of things the carriers were hesitant on including all divisions on one policy, frequency problems for work comp claims, and company policies on claims/hiring.

Immediately 5G/GOEBEL implemented a number of company policies including Drug Testing pre- and post-employment, Nurse Triage service, Formal Light Duty Return to Work program, stricter MVR screenings, and off-the-job accident plans. We conducted multiple meetings with ownership and managers for training the managers on what to do at time of hire plus after an injury happened. We then presented the formal programs to the employees. As a result of the formal programs, we received offers from multiple carriers and lowered the premium over \$125,000! We also got the business out of the state work comp pool and received a dividend. The coverages on the buildings and liability were also dramatically increased.

Industry: Rental Properties

We had a business that owned a rental property that on Fourth of July weekend of 2014 it burned down. We had the building insured for almost \$2,000,000 with content coverage, debris removal, loss of rents. Some kids were playing with fireworks and accidentally started the fire. Our agency was there within hours of being notified and brought in emergency services for fencing, boarding, and protection of the site. We worked with claims adjusters, fire departments, engineers, contractors, and the business to get the building restored. The process took 9 months to sort out, pay the claims, and rebuild. We looked at the previous policy prior to switching to 5G/GOEBEL and the business would have been in a severe coinsurance penalty from being underinsured, and received only \$1,200,000 from the fire.

Industry: Contractor and Retail Stores

We had a business that struggled with work comp claims for years. There were no formal programs in place and management and employees did not understand the ramifications of work comp injuries, especially those with lost time attached. They were with a Total Source solution that forced them to have all payroll, work comp, health benefits with them, plus they technically were employees of that agency. What we saw was a disconnect on claims management and saw their experience mod shoot up to a 1.29. Immediately we saw that trainings and policies needed to be implemented. The business completely agreed that something needed to change and allowed us to implement all the policies we felt were necessary to get them back on track. As a result, our carriers felt the business had the right practices in place and provided them a 40% variable dividend and took them out of the state work despite having a 1.29 experience mod. Their experience mod will go to a .88 this upcoming year!

Industry: Vending Machine Operator

We had a business with 30 employees was pushed into the state work comp pool due to one large knee injury. They also had a few minor injuries but it caused carriers to shy away from any offers. Their experience mod shot up to a 1.42 prior to 5G/GOEBEL being their agent. We created a safety culture and performed a number of trainings including forklift, knee safety, and management trainings. Two years later they have had NO work comp injuries and their experience mod dropped to a .74 and are now receiving a dividend of 30% flat!

