

**INSURANCE  
ADJUSTERS**  
INC.

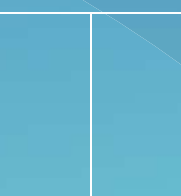
[WWW.GGADJUSTERS.COM](http://WWW.GGADJUSTERS.COM)



## YOUR TRUSTED PARTNER IN PROPERTY & CASUALTY CLAIMS SOLUTIONS

At **G&G Insurance Adjusters**, we combine deep industry knowledge, cutting-edge technology, and a highly skilled bilingual team to deliver exceptional claims management across the United States. Headquartered in Florida, our reach is national—supported by a robust network of over 480+ experienced field adjusters and specialists.

As a premier **Third-Party Administrator (TPA)** and recognized leader in the insurance services industry, we offer full-service property and casualty claims handling tailored to the unique needs of carriers, self-insured entities, and government organizations.



# OUR VISION

At **G&G Insurance Adjusters**, our vision is to be nationally recognized as a premier bilingual insurance service provider—trusted for our expertise, innovation, and client-first approach.

We are committed to delivering exceptional claims solutions while upholding the integrity, responsiveness, and quality that define our reputation.

As we grow, we aim to lead the industry in technological advancement, integrating cutting-edge, web-based tools to enhance efficiency, transparency, and results.

Our continued success relies on attracting top-tier professionals, fostering long-term partnerships, and setting new standards in property and casualty claims management.



# OUR SERVICES

At **G&G Insurance Adjusters**, we provide end-to-end claims support backed by experience, responsiveness, and results. Our team is equipped to handle everything from routine property claims to complex litigation and catastrophe deployments—always with precision and care.



## **PROPERTY &** *CASUALTY CLAIMS*

- » Residential & Commercial Claims
- » Large Loss & Complex Claims
- » Sinkhole & Structural Losses



## **LIABILITY &** *LITIGATION SUPPORT*

- » General Liability Investigations
- » Casualty Claims
- » Construction Defect Assessments
- » Litigation File Management



## **SPECIALIZED** *SERVICES*

- » SIU & Fraud Investigations
- » Subrogation Support
- » Appraisal & Umpire Services
- » Property Inspections & Scope Reviews



## **CATASTROPHE &** *DAILY SERVICES*

- » Rapid CAT Deployment Nationwide
- » Daily Claims Administration
- » Mobile Field Adjusting Teams
- » On-Site & Virtual Adjusting Solutions

# OUR CORE VALUES

At G&G Insurance Adjusters, Inc., we are driven by a commitment to excellence and customer satisfaction. Our values define how we work, how we lead, and how we serve our clients.



## **CLIENT-CENTERED** *SERVICE*

We tailor our bilingual services to meet your company's specific needs, always prioritizing responsiveness and professionalism.



## **TEAMWORK &** *INNOVATION*

We foster a culture of collaboration and continuously seek innovative solutions to improve efficiency and outcomes.



## **REPUTATION &** *INTEGRITY*

Our reputation is built on trust. Every team member is expected to uphold our standards of honesty, fairness, and integrity in every interaction.



## **RESPECT &** *SAFETY*

We maintain a respectful, inclusive, and drug-free work environment where employees and clients alike feel valued and protected.

# OUR CLIENTS

At G&G Insurance Adjusters, we proudly serve a diverse range of clients across public and private sectors. Our deep industry expertise, responsive service, and commitment to quality have earned us the trust of key institutions and organizations nationwide.



## **MUNICIPALITIES &** *GOVERNMENTAL ENTITIES*

We've built long-standing relationships with major municipalities and government agencies. Our team is trusted to handle complex claims efficiently, delivering scalable solutions to meet the needs of large public-sector enterprises.



## **HOSPITALS**

Our experience with hospitals spans many years, where we provide tailored claims solutions with a focus on accuracy and compliance. Our Commercial Adjusters possess in-depth knowledge of building codes, insurance policies, and both residential and commercial property requirements.



## **CITIES &** *COUNTIES*

We understand the urgency and precision local governments require. G&G delivers reliable and timely service through our experienced adjusters and appraisers—ensuring claims are handled with integrity and care.



## **INSURANCE GUARANTY** *ASSOCIATIONS*

We support guaranty funds across the state, stepping in to manage claims from insolvent insurers. Our reputation for professionalism and compliance has made us a trusted partner in this highly regulated space.



## **INSURANCE COMPANIES &** *SELF-INSURED ENTITIES*

Whether providing third-party adjusting services or supporting self-insured entities, G&G is equipped to handle a wide variety of claims. We assist with everything from re-inspections and audits to capacity planning—always with a commitment to excellence.

# G&G INSURANCE ADJUSTERS

## TRAINING & OPERATIONAL EXPERTISE

At **G&G Insurance Adjusters**, we pride ourselves on delivering top-tier claim services backed by rigorous training, advanced technology, and operational scalability.

### EXPERT TRAINING PROGRAMS

Our team of licensed examiners, each with over a decade of experience, leads a robust training system covering residential, commercial, catastrophe, and litigated claims.

All adjusters receive hands-on instruction in Xactimate, Symblity, and carrier-specific platforms, ensuring consistency and compliance across every file.

### CREDENTIALING & COMPLIANCE

Through our proprietary CAIS system, we maintain real-time tracking of all adjuster credentials, licenses, certifications, and qualifications—ready for deployment at a moment's notice.

### CUSTOM CLAIMS TECHNOLOGY

We built our own Claims Management System (CMS) to streamline workflow, outperforming off-the-shelf platforms. Adjusters leverage mobile tools for real-time documentation, rapid inspections, and immediate claim submission.

### SCALABLE CATASTROPHE RESPONSE

Our CAT strategy ensures fast response, seamless onboarding, and policyholder satisfaction during high-volume events.

### RELIABLE. RESPONSIVE. READY

With more than 15,000 claims handled and a trusted team of bilingual professionals, G&G delivers proven results—anytime, anywhere.

At **G&G Insurance Adjusters**, we pride ourselves on delivering top-tier claim services backed by rigorous training, advanced technology, and operational scalability.

## G&G QUALITY CONTROL HIGHLIGHTS

### 1. THOROUGH FILE REVIEWS

Every claim is reviewed by licensed examiners to ensure accuracy, completeness, and compliance with policy and carrier guidelines.

### 2. STRUCTURED REINSPECTIONS

Both field and virtual reinspections are conducted regularly to validate findings and ensure consistent scoping and documentation.

### 3. PERFORMANCE SCORECARDS

Adjusters are evaluated on timeliness, communication, estimate accuracy, and adherence to protocols—driving accountability and high standards.

### 4. CORRECTIVE ACTION & MENTORSHIP

Underperforming adjusters receive targeted coaching or are removed from assignments to protect claim quality.

### 5. TRAINING BASED ON QA RESULTS

Audit findings inform tailored training sessions—ranging from one-on-one coaching to group workshops—ensuring continuous improvement.

### 6. TECH-ENABLED OVERSIGHT

G&G's proprietary CMS provides real-time tracking, automated alerts, and audit tools to manage claim quality from start to finish.



# CATASTROPHE SERVICES

G&G Insurance Adjusters is fully equipped to respond rapidly and efficiently to catastrophic events across the country. With a scalable infrastructure and over 480 credentialed adjusters on standby, G&G activates its CAT protocols swiftly, deploying licensed professionals within 24 hours of event notification.

## KEY ELEMENTS OF G&G'S CAT SERVICES INCLUDE

### » RAPID MOBILIZATION

Mobile command centers and field offices are established within 24 hours, ensuring boots on the ground and operational readiness from day one.

### » CAT DEPLOYMENT SYSTEM

Supported by G&G's proprietary CMS and credentialing database, deployment is seamless, trackable, and performance-based.

### » DAILY OVERSIGHT & QA:

CAT files are subject to the same rigorous review and auditing processes, ensuring high-quality outcomes even in high-volume scenarios.

### » ADJUSTER PRE-ASSIGNMENT

Claims are pre-assigned to qualified field and desk adjusters based on geographic proximity and expertise.

### » ON-SITE ORIENTATION & SUPPORT

Adjusters receive structured, client-specific onboarding to align expectations, workflow, and documentation standards.

### » SCALABLE RESOURCES

G&G can rapidly expand its workforce through its in-house credential system, while maintaining a 1:10 examiner-to-adjuster ratio for consistent supervision.



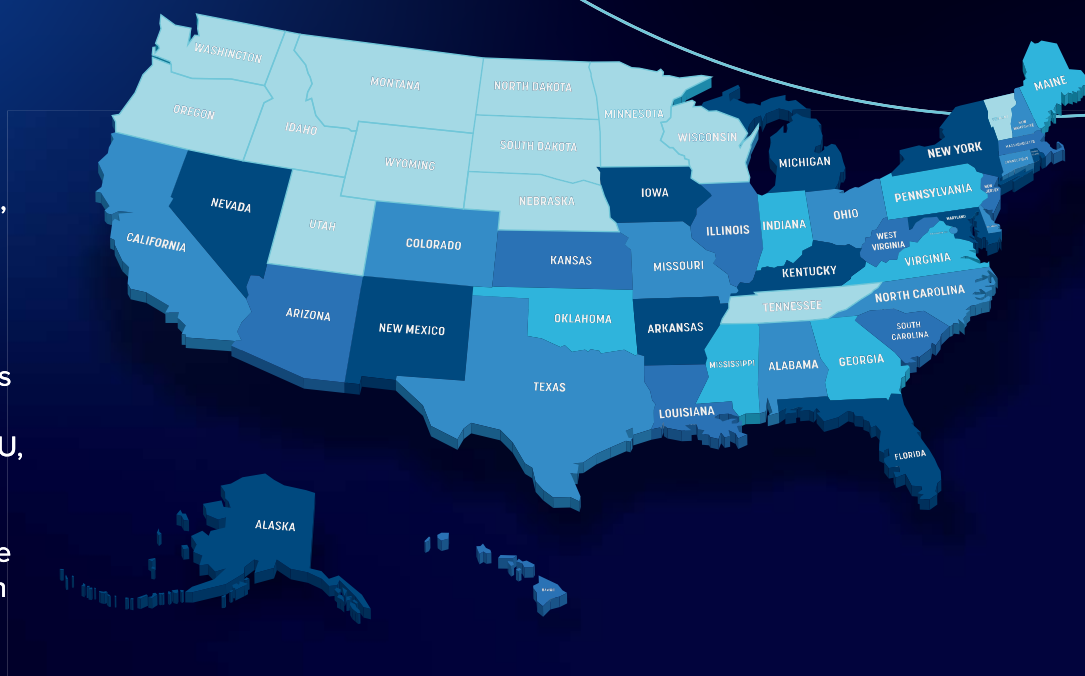
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**FROM HURRICANES AND WILDFIRES TO LARGE-SCALE FLOODING,  
G&G DELIVERS EXPERIENCED CATASTROPHE RESPONSE WITH THE STRUCTURE,  
TECHNOLOGY, AND MANPOWER TO RESTORE NORMALCY—FAST.**

# LICENSED. SPECIALIZED. NATIONWIDE.

G&G Insurance Adjusters operates in 32 states with a network of over 480 licensed professionals, delivering fast, compliant claims service nationwide. Through our proprietary CMS and CAIS systems, we match every file with adjusters based on location, license, and specialty.

Our roster includes certified experts in Appraisal, CAT, Commercial, Marine, Auto, Liability, Litigation, SIU, and Heavy Equipment claims. With major hubs in Florida, Texas, and Georgia, and national scalability, we ensure the right expert is always on the ground—ready, credentialed, and compliant.



## TECHNOLOGY SPOTLIGHT

### G&G CLAIMS MANAGEMENT SYSTEM (CMS)

#### FASTER CLAIMS. SMARTER OVERSIGHT. REAL RESULTS.

Our custom-built **Claims Management System (CMS)** is designed to help adjusters move faster, stay compliant, and keep carriers fully informed—every step of the way.



#### WHAT IT DOES

- » **Dashboard View:** See all claims by urgency, type, or carrier
- » **Live Alerts:** Get instant notifications for new files, deadlines & tasks
- » **Remarks & Flags:** Chat with examiners and stay updated on required changes
- » **Document Center:** Upload, share, and organize files securely
- » **Audit Tracking:** Track claim progress and performance automatically
- » **T&E Logs:** Easily record time and expenses for invoicing Smart Reports – Use built-in templates for fast, accurate reporting
- » **Credential Check:** Auto-track licenses, milestones & compliance for every adjuster



#### WHY IT MATTERS

- » Speeds up claim resolution
- » Improves file accuracy & carrier satisfaction
- » Supports clear, real-time communication
- » Built to scale for CAT events and high volume





# MANA GEMENT

G&G Insurance Adjusters, Inc. is a customized, full-service **Third-Party Administrator (TPA)** delivering precision-driven claims solutions tailored to the unique needs of each client. Under the leadership of **Raul Gallon**, a highly credentialed insurance professional with over **23 years of experience**, G&G is built on deep industry expertise and a commitment to accuracy, responsiveness, and results.

Raul holds designations including **CPCU (Chartered Property Casualty Underwriter)**, **AIC (Associate in Claims)**, and **AINS (Associate in Insurance Services)**, and has successfully managed complex residential, commercial, catastrophe, and litigation-based claims across the U.S.

Operating in **19 states** and supported by a **bilingual team** and a proprietary claims management system, G&G maintains a national network of over **480 licensed adjusters**.

Our customized approach allows us to scale quickly while maintaining the personalized service and quality control our partners expect. At G&G, we don't just process claims—we deliver **purpose-built solutions backed by trust, technology, and experience**.

*We deliver purpose-built  
solutions backed by*

**TRUST  
TECH  
NOLOGY  
and EXPERIENCE**



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