

# Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

## TRAINING || TALK

Like you, we here at International Insurance Institute, Inc. are figuring out our “new normal” during the COVID-19 pandemic. We hope that all of you are staying safe and healthy and are finding ways to thrive in this new way of life.

In this issue we feature a story about Latitude Subrogation Services’ Vehicle Investigation Recovery Program, or “VIRP.” Paul Webb, Chief Claims Officer of Latitude Subrogation Services discusses this program and how it is a win-win for his clients.

We have also included two articles about customer service in this issue and hope that they provide some insight into the importance of attitude vs. ability and being able to recognize a gift when you get one.

Due to the pandemic, International Insurance Institute, Inc. has canceled all in-person training through June of 2020. Insurance remains an essential business and training continues to be important and needed, perhaps now more than ever. Therefore, we are offering all of our training in a webinar format.

We are guessing that you are probably cooking many more meals at home, so our featured book this month is the *Claims Education Cookbook*.

International Insurance Institute welcomes your contributions to CEM and we encourage you to contact Lisa Ferrier at [lisa@insuranceinstitute.com](mailto:lisa@insuranceinstitute.com) for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



**Carl Van**  
President and  
CEO International Insurance Institute

## FEATURE || STORY

# LATITUDE SUBROGATION BLAZING THE TRAIL WITH NEW VEHICLE INSPECTION RECOVERY PROGRAM (VIRP)

Vehicle fires are an uncommon occurrence, but when they do take place, what is the best way to handle it? Many adjusters don’t have a process in place and don’t know how to approach the situation without spending a lot of unnecessary money and time. Should you hire an expert? Who do you hire and how much will it cost? Will this “expert” be able to get to the bottom of the vehicle fire and if so, will you be able to recover the money you spent hiring the expert?

These are all valid questions and the reason that Paul Webb of Latitude Subrogation Services and Tim Herndon of Herndon & Associates decided to create a process around vehicle fire claims. This process, the Vehicle Inspection Recovery Program, or VIRP, makes it easy. In particular, smaller to mid-size insurance companies that don’t have the same budgets as larger companies will benefit from VIRP. It takes the guesswork, not to mention wasted time and money, out of the process.