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Matrix Absence Management acquires Partners Claims Services, Inc.
Expanded, multiline capabilities to be branded Matrix Risk Management Services

PHOENIX, Arizona (July 1, 2017) – Matrix Absence Management (Matrix), a leader in helping employers proactively manage employee absence, productivity and related payments, has acquired Partners Claims Services, Inc. (Partners), a third party administrator located in Seattle, Washington. A former Matrix strategic partner, Partners brings claims management expertise in the general liability and auto liability markets, complementing existing Matrix workers’ compensation claims services.

Matrix will integrate these claims management and related services to deliver an expanded portfolio of risk management products with an emphasis on superior service delivery.

An early leader in the outsourced absence management space, Matrix was founded in 1987 as a workers’ compensation administrator in San Jose, California. Today Matrix integrates short- and long-term disability, workers’ compensation, return-to-work services and personal/family and medical leave programs to help employers realize time, efficiency and productivity gains.

“It’s an easy, intuitive fit. We have worked closely with Partners Claims Services’ leadership and staff in servicing a segment of our workers’ compensation and integrated disability clients,” said Ken Cope, president of Matrix. “We have grown to value their culture, expertise and consultative approach, and both organizations share a commitment to service excellence.”

In addition to these organizational synergies, Matrix can now offer and fully integrate a range of commercial and property claims management including general liability, auto liability and workers’ compensation, with subrogation, loss adjustment and consultative services. According to Cope, this expanded service portfolio is in line with feedback from clients and prospects.

“In speaking with clients, brokers and prospects in this space, and working closely with the Partners team, we know the ability to administer workers’ compensation, auto liability and general liability claims in an integrated, one-source fashion is highly desirable,” Cope said. “The approach aligns well with our total absence management model on the benefits side. Our experience in that market tells us

integration, expertise and client-centric service drive business, client satisfaction and long, mutually beneficial relationships.”

Tom Williams and Jim Davis, former principal owners of Partners, have joined the Matrix management team, reporting to Tim Rarick, vice president of product strategy and solutions. They are operationally responsible for integrated WC/AL/GL claims service delivery, subrogation and other related services.

About Matrix Absence Management

Based on the premise that employees make up the most costly – and valuable – of a company’s resources, Matrix focuses on reducing the lost productivity suffered when employees miss work for any reason. This service portfolio, called Absence Solutions®, streamlines benefit delivery, simplifies administration and reduces overall benefit costs for companies nationwide employing more than 2 million men and women. Headquartered in Phoenix, AZ, Matrix has service locations nationwide, including Phoenix, AZ; Hawthorne, NY; Ft. Lauderdale, FL; Santa Clara, CA; Austin, TX; and Portland, OR.

Matrix Absence Management and sister company Reliance Standard Life Insurance Company are members of the Tokio Marine Group. Tokio Marine Holdings, Inc., the ultimate holding company of the Tokio Marine Group, operates in the property and casualty insurance, reinsurance and life insurance sectors globally. The Group’s main operating subsidiary, Tokio Marine & Nichido Fire (TMNF), was founded in 1879 and is the oldest and leading property and casualty insurer in Japan.

About Partners Claims Services

Partners Claims Services is a third party administrator founded 15 years ago by principals Tom Williams and Jim Davis. 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:

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

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