



**M U E L L E R**

Superior Reports. Exceptional People.

– Insurance Services –



**MUELLER**

Superior reports.  
Exceptional people.

Insurance Services

## Data Collection

For over four decades, insurance carriers and financial institutions have relied on Mueller Reports to provide them with the data they need to more efficiently operate their business. Mueller provides data collection, delivery, and analysis services to a wide variety of companies throughout the United States.

*Mueller's web-based reporting system provides real-time status updates for inspection surveys and up-to-the-minute management reporting.*



## On-Site Services

*With all Mueller survey reports, our field staff visit the site equipped with Mueller's innovative mobile software (PhoenixMobile) to ensure you receive consistent reports and the most accurate information available.*

### Residential Reports

At Mueller, we understand the importance of providing customers with a positive experience and reliable, comprehensive underwriting reports. Our method of enhanced data acquisition then enables you to make the right decisions quickly and accurately.

### Commercial Reports

We have the specific knowledge, training and experience to conduct commercial surveys. A select segment of Mueller's field staff has been specially trained to perform surveys tailored to your industry, delivering in-depth reports that include detailed summaries of our findings. If you require a unique piece of data, we are happy to accommodate your needs, working with you to create a new report for your particular industry or address any special request.

### High-Value Residential Reports

There's no denying that high-value policyholders have special requests and unique expectations when it comes to their surveys. We understand. That's why a select number of our field staff have earned specific eligibility to perform complete, consistent, and accurate High-Value surveys while respecting the needs of each policyholder as well as their property.



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## Data Collection



### Telephone Services

Mueller's telephone services are an efficient and economical method of collecting reliable data. Our specialized telephone services team is responsible for placing calls and corresponding with policyholders, collecting and reviewing field data, arranging survey appointments, and engaging all callers in friendly and helpful discourse.

Telephone Services works closely with multiple departments to collect valuable data timely and efficiently.



### Web & Mail Reports

Mueller's data collection services don't stop with field observations and telecommunications—we also incorporate postal mail, email, and other web formats to collect data. While postal mail remains a familiar and convenient way for policyholders to send us information, internet surveys are fast and user-friendly alternatives.

Our web and mail services team works with customers to document information in a resourceful and reliable way. By incorporating an eclectic blend of data collection methods, Mueller Services can communicate data quickly and efficiently.



### Exceptional People

To bring you the best, we employ our own dedicated field staff—not subcontractors—who ensure that you always get the comprehensive data you need, and the personalized service you deserve. That's the promise behind every report we deliver. No exceptions.

Our field staff are never distracted by another companies assignments, affording us better control over time service and workload. Through Mueller's robust training program, all Mueller field staff are trained for consistency in knowledge and presentation, resulting in the most positive policyholder experience in the industry.





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## Mueller Technology



### Revolutionizing an Industry

#### Web-based Reporting Platform

Mueller's web applications are available on any Internet-connected device from anywhere in the world, meaning users can analyze data and comprehend new information at any time. We utilize a secure web-based platform that allows users to create and view management reports and analyze data. Users are able to customize reports and isolate specific survey data.

#### Integration with Customer Systems

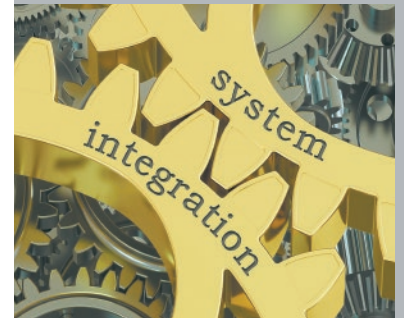
Our in-house software development and systems infrastructure team specialize in the creation of customizable import/export solutions to fit your workflow. Additionally, by developing a standard API that allows our customers' IT team to integrate its current system, customers can place and update orders, retrieve PDF reports, and export essential data with ease. Mueller's standard API is IT's most full-featured business solution, offering customers the most up-to-date synchronization with the best possible value.

#### Mobile Field Data Applications

Mueller has leveraged over 40 years of data collection experience to develop the mobile property data collection tool, PhoenixMobile. Our field staff use PhoenixMobile to set appointments, capture and upload photos, sketch field diagrams, and complete forms— all from their mobile device.

PhoenixMobile offers the ability to bring your underwriting guidelines directly to the property. Customizable data collection forms put your business rules right in the field, facilitating immediate feedback and ensuring that data entries meet your specific requirements.

With the PhoenixMobile app, field staff can sync onsite data to Mueller's system before they ever leave the property, providing better time service and eliminating errors due to real-time error checking.





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## Premium Audit Services

Insurance carriers need premium audit partners that can improve turnaround times, reduce administrative burden, and maintain audit quality. Mueller delivers a comprehensive General Liability and Workers' Compensation premium audit solution designed to streamline the entire audit process - from policyholder outreach to final report delivery.

## A Complete Audit Solution

Mueller combines insured outreach, document collection, and audit execution into a single, efficient workflow. Our in-house telephone services team works directly with policyholders and agents to obtain records, clarify exposures, and gather complete information before audits are assigned.

This proactive approach improves response rates, minimizes delays and helps ensure accurate audit results.

## Key Benefits

- Faster audit turnaround times
- Reduced workload for carrier staff
- Improved policyholder engagement
- Consistent audit quality and reporting
- Increased visibility throughout the audit process
- Scalable support for changing audit volumes

## Flexible Support for your Organization

Whether serving as a fully outsourced premium audit provider or supplementing internal audit teams, Mueller delivers reliable, cost-effective solutions tailored to your operational needs.

## The Mueller Advantage

By integrating outreach, data collection, and audit expertise into a single process, Mueller helps carriers simplify audit management, improve efficiency, and enhance overall program performance.

**Partner with Mueller to create a more responsive, efficient, and scalable premium audit program.**



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