

Maximizing Recoveries in a Complex Claims Environment

Subrogation is one of the most overlooked levers in claims management—and one of the most powerful. In heavy equipment, trucking, and specialty transportation, billions of dollars in recoverable claims go uncollected every year due to process gaps, incomplete documentation, or lack of dedicated resources. According to the National Association of Subrogation Professionals, those missed opportunities stretch into the billions annually across property and casualty lines [1][2].

A 2023 survey reported by PropertyCasualty360 found that insurers routinely leave 10 to 15 percent of recoverable claim dollars on the table without specialized subrogation efforts [3]. For an industry already under pressure from rising claim costs, tight margins, and evolving liability frameworks, that is not just inefficiency—it is money left on the ground.

A professional woman with long dark hair is shown in profile, facing right. She is wearing a light-colored blazer and a white top. She is holding a smartphone to her ear with her left hand and looking down at a laptop screen with a focused expression. On the desk in front of her are several stacks of papers and files, suggesting a busy work environment. The background shows large windows with a view of an office interior.

10%–15%
of recoverable dollars
left uncollected

Billions
in unrealized
recoveries annually

The Rising Complexity of Recovery

Subrogation today is not straightforward. Commercial trucking incidents often involve multiple parties, layered insurance, and disputes over fault. The growth of rideshare and car-sharing platforms has complicated recovery with mixed-use policies and evolving liability frameworks. And the rise of electric vehicles has introduced novel challenges in fault allocation and repair valuations, requiring expertise in both vehicle dynamics and repair methodology [4].

These realities create an uphill battle for claims teams already stretched thin. Backlogs are growing, recoveries are delayed, and dollars that should flow back into carriers' reserves are never pursued. Without dedicated expertise, recoveries stagnate.

Industry trends make specialized subrogation more critical every year. The prevalence of rideshare and car-sharing platforms is expanding, EV adoption is accelerating, and arbitration frameworks are becoming more important in resolving complex cases. Digital subrogation platforms are emerging but remain underutilized without strong file preparation and documentation [5].

Veritas' Subrogation Group combines deep industry expertise, rigorous auditing, tailored reporting, and relentless pursuit of recovery. With results that consistently prove the value of specialization, Veritas turns overlooked files into measurable outcomes and missed opportunities into dollars recovered.



Why Veritas' Approach Works

Veritas designed its Subrogation Group to solve this exact problem. Our specialists are not general claims handlers—they are recovery professionals with deep experience across trucking, heavy equipment, rideshare, and emerging EV sectors. Each client is paired with a Subrogation and Recovery Specialist who tailors the process to their exposures and operational realities.

Our approach includes:

- Rigorous file audits, even of closed or backlogged claims, to uncover overlooked recovery opportunities.
- Robust demand packages backed by evidence, presented to adverse carriers with precision.
- Pursuit of complex recoveries, including multi-party disputes and nuanced liability scenarios.
- Streamlined workflows with consistent communication, ensuring that clients never wonder where a file stands.
- Customized reporting aligned with each client's cadence—whether monthly dashboards or portfolio-level loss runs.

Our subrogation team consistently delivers a win rate percentage of over 80%, demonstrating the effectiveness of our specialized approach. We provide detailed and rich data reporting as a direct result of our investigations, with QC audits conducted on both open and closed files to ensure accuracy and accountability.



Proof in Performance and Leadership by Facts

The results speak for themselves:

- In August, Veritas delivered an 86% recovery on a single subrogation file, returning significant dollars back to the client and showcasing the power of our approach.
- For one program partner, Veritas recovered over \$1.17 million in a single year and more than \$2.53 million over a 2.5-year period—providing a consistent revenue stream that supported reinvestment and business growth.
- Veritas achieved a full recovery of \$202,148 on a highly complex tractor and trailer loss involving total damages, towing charges, and multiple property owners—delivering complete reimbursement in a challenging case.
- In a rideshare case, Veritas uncovered and pursued a subrogation opportunity that had been abandoned after another team dismissed it due to a missing appraisal. Our specialists filled the gap and secured dollars that otherwise would have been lost.

Clients consistently describe these outcomes with the kind of direct, unfiltered feedback that demonstrates the value of real results:

“

“Huge, good work. We did not expect that file to come back with a full recovery.”

“

“Boom. Good stuff. This is the kind of result we were hoping for but could not get on our own.”

“

“That’s awesome. Good catch and thank you. This was sitting in backlog for too long, and you brought it back to life.”

References

- [1] NASP
- [2] NASP Industry Statistics, 2024
- [3] PropertyCasualty360, 2023
- [4] Insurance Journal, 2024
- [5] NASP, 2024; Insurance Journal, 2024