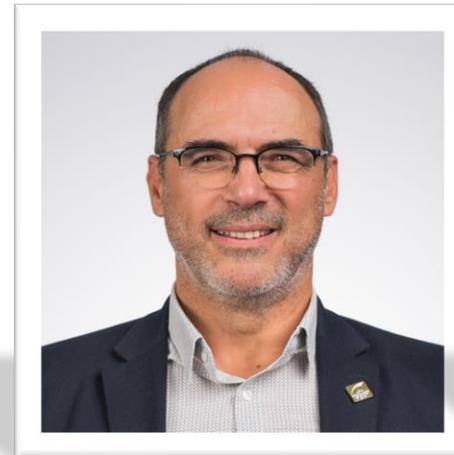
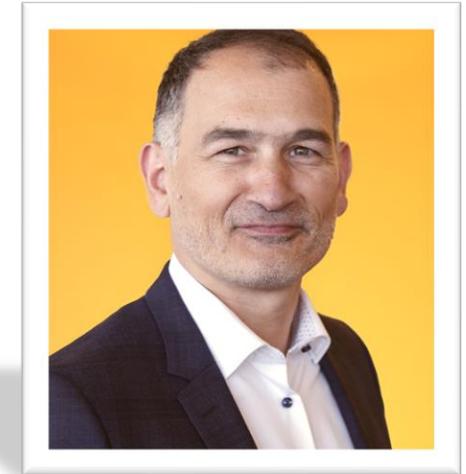


# OPERATION TORNADO

GCM  
GGE  
GLB

Sonia Duchesne  
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## OPERATION TORNADO

How can we optimise claims management in a context of increasing weather events?

By mobilising our network of elected representatives: the regional mutuels have recruited, trained, and commissioned a network of elected appraisers to help carry out appraisals.



Reassure members

Reduce compensation times

Increase service quality and customer satisfaction

Give meaning to the role of elected representative

Help decrease the burden of losses by reducing the cost of claims adjustment

1,490 elected representatives trained in GCM, GGE, and GLB

+90% customer satisfaction rate

10,400+ appraisal orders carried out by elected representatives