

CASE STUDY

How HUB's Claims Advocacy More Than Doubled a Trucking Client's Settlement

Executive Summary

When a Chicago-area trucking company's 2018 Volvo VNL 860 Sleeper was declared a total loss, the insurance carrier's settlement offer fell more than 50% short of the vehicle's actual market value. HUB stepped in, documented the truck's owner-installed upgrades and secured a revised settlement of \$55,332 — up from an initial offer of \$26,723.

CHICAGO-AREA TRUCKING COMPANY

Industry: *Transportation*

Services: *Trucking*

Location: *Chicago area, Illinois*

CHALLENGE

A collision left a Chicago-area trucking company's 2018 Volvo VNL 860 Sleeper with extensive damage, leading the carrier to declare it a total loss. The carrier's initial settlement offer of \$26,723 drew on comparable units located nearly 1,000 miles away and defaulted to standard equipment assumptions, failing to account for owner-installed upgrades and enhancements. The result was a valuation that fell more than 50% short of the vehicle's actual market value, putting the client at risk of a significant out-of-pocket loss.

SOLUTION

HUB's Claims team coordinated a comprehensive vehicle valuation report that documented the truck's owner-installed upgrades, including a custom brush guard, air slide 5th wheel, auxiliary power unit and bunk heater, with supporting market data. The report presented a clear, evidence-based case to the carrier and secured the recovery the client was owed.

RESULTS

The carrier accepted the new valuation and increased the settlement from \$26,723 to \$55,332 — an increase of \$28,609 (107%). HUB's advocacy ensured the client recovered the full value of their vehicle and protected their bottom line.

"When our claim came back far below what we expected, HUB stepped in and fought for what we were owed. Their expertise and advocacy more than doubled our settlement. We couldn't have achieved that outcome without them."

Owner
Trucking Company