

FABRICATION PRODUCTS CASE STUDY

Why Fabrication Products left another Retro group to join the Vigilant Retro and remains today, more than 20 years later.

OVERVIEW

Operating since 1985 and headquartered in Vancouver, Washington, Fabrication Products is a steel fabricator. After years and years of climbing workers' comp costs, Fabrication Products realized they were being underserved by their current Retro partner in several key areas.

Inadequate claims management had lead to greater costs. It seemed their claims weren't prioritized by their Retro provider or even examined to ensure accuracy or fairness. Critical help with L&I was lacking and assistance with their safety program was simply missing completely; they could only depend on themselves.

Fabrication Products concluded they needed a new partner and one who was serious about injury prevention and helping lower their costs. After learning that Vigilant could meet those needs with the added bonus of HR and employment law help, they switched to the Vigilant Retro in 2001 and remain members today.

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We like Vigilant's all-inclusive services: claims management, the help we have received to develop a thriving safety program, and the support with our human resources needs. They serve all of our needs and are a complete package.

MARSHA DEE, PRESIDENT
@ Fabrication Products



APPROACH

- **Safety changes in a big way.**

From day one, Fabrication Products began receiving what they'd always needed: valuable safety counsel. Thanks to a dedicated team effort, a culture of safety was established that would provide a long-lasting impact on injury prevention. Following a challenging period of higher premiums due to a 1.8 EMR in 2001, Fabrication Products is now proud to have maintained an EMR of under 1.000 for over a decade, resulting in lower costs as well.

- **Advocacy with L&I.**

After countless years of struggling to work directly with L&I, they no longer had to worry. Their dedicated claims manager serves as their supporter, voice and point of contact with L&I.

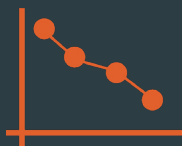
- **Claims attention.**

Communication was greatly improved with their new claims manager, but also each and every claim was finally getting attention and scrutiny. *"She ensures we aren't paying a penny more than we should."*

2023 RESULTS: A FIVE YEAR SNAPSHOT



EMR < 1.000
for over a decade
and counting



77%
decrease in claim
duration



68%
reduction in claim
costs

CONCLUSION

It's important to trust your instincts when it comes to the quality of service you receive from your workers' compensation partner. Like Fabrication Products and many other long-standing Vigilant members, you too could be celebrating years and years of great partnership and lower workers' comp costs. Vigilant Retro is just a phone call away.

At Vigilant we help Washington manufacturing and agricultural companies make critical business decisions that positively impact the safety of their workers, claim outcomes, and workers' comp costs.