

# Administer

## OVERVIEW

Solartis Administer is a true people + technology solution, combining best-in-class human resources with Robotic Process Automation (RPA) technology and a Solartis proprietary workflow engine. Solartis customers use our BPO services to support all back-office processing needs. It allows carriers and insurance administrators to hit the ground running for new books of business that are not yet ready for automation; or on existing books of business to eliminate the processing challenges of their legacy systems (backlogs, duplicate entry needs, quality problems, resource retention issues etc.).

Process Group	Process Details	Sample Turn-around Times
Submissions	Submissions (clearance, setup, email acknowledgement to agent/UW)	30 min to 2 hrs
Submissions	OCR Support / data backfill (submissions and rating)	30 min to 2 hrs
Submissions	Submission clearance in carrier system	2 hrs
Submissions	Submission blocking	2 hr to 24 hrs
Binding Authority	Rackley Rating (New and Renewal)	24 hr
Binding Authority	Policy Issuance	Varies by carrier
Binding Authority	Policy Stamping for Surplus Lines Policies	24 hr
Binding Authority	Endorsements (premium and non-premium/all lines of business)	72 hr
Binding Authority	Send required documentation to Carrier	24 hr
Binding Authority	Lloyds Bordereaux data entry and submittal	monthly
Brokerage	Brokerage Policy - verification, stamping, email to agent	24-48 hr
Brokerage	Brokerage Endorsements - billing, verification, stamping, email to agent	24-48 hr
Brokerage	Policy Follow ups for missing Brokerage policies	24 hr
Brokerage/Binding	Non-Renewal Notices	24 hr
Brokerage/Binding	Direct Notice of Cancellation	24 hr
Brokerage/Binding	Cancellation Rescissions	24 hr
Brokerage/Binding	Lost Policy Release	24 hr
Brokerage/Binding	Email to Retail Agents	24 hr
Brokerage/Binding	Premium Finance Agreement Entry	72 hr
Brokerage/Binding	Renewal submission	24 hr
Brokerage/Binding	Renewal file setup (rater, quote, loss runs, request app)	24 hr
Brokerage/Binding	Quote shell creation (New and Renewal)	24 hr
Brokerage/Binding	Filing, sorting, categorizing correspondence for sales staff	24 hr
Brokerage/Binding	Bind and invoice new and renewal business	8 tp 24 hrs
Brokerage/Binding	Follow up for completed Tax Forms from agent	24 hr
Brokerage/Binding	Auto ID Card generation	8 hr
Brokerage/Binding	Renewal Loss Runs	24 hr
Brokerage/Binding	Adhoc Loss Runs	24 hr

Process Group	Process Details	Sample Turn-around Times
Claims	Submissions (clearance, setup, email acknowledgement to agent/UW)	30 min to 2 hrs
Claims	OCR Support / data backfill (submissions and rating)	30 min to 2 hrs
Inspections	Submission clearance in carrier system	2 hrs
Inspections	Submission blocking	2 hr to 24 hrs
Inspections	Rackley Rating (New and Renewal)	24 hr
Accounting	Policy Issuance	Varies by carrier
Accounting	Policy Stamping for Surplus Lines Policies	24 hr
Accounting	Endorsements (premium and non-premium/all lines of business)	72 hr
Accounting	Send required documentation to Carrier	24 hr
Accounting	Lloyds Bordereaux data entry and submittal	monthly
Accounting	Brokerage Policy - verification, stamping, email to agent	24-48 hr
Tax	Brokerage Endorsements - billing, verification, stamping, email to agent	24-48 hr
Tax	Policy Follow ups for missing Brokerage policies	24 hr
Tax	Non-Renewal Notices	24 hr
All Departments	Direct Notice of Cancellation	24 hr
All Departments	Cancellation Rescissions	24 hr
All Departments	Lost Policy Release	24 hr

## Our BPO Pay-Per-Use Pricing Model

Solartis BPO pricing is transaction-based, so you only pay for what we process for you. This represents a significant savings compared to a traditional FTE model, where clients are charged whether there is work available or not. Our flexible pricing structure allows us to work with you to determine the measure of use that most accurately reflects the unit of work. Sometimes it is per policy, other times per quote or some other measure of transaction volume - whatever works best for you.

Solartis Administer is more than just a people solution: we are a technology and people solution. With OptimX (the Solartis proprietary workflow engine) you have total transparency into all our activities. View real-time reports and drill down into our BPO activities on all tasks we process for you, at the strategic level or at the granular, specific task level. We can also extend OptimX for your use so we can coordinate all tasks associated with your full policy life cycle process whether they are performed by your team or ours.

## Why OptimX?

### from a Management perspective

- Track the current tasks to be completed
- Review performance for various processes – SLA's
  - Date Range
  - Multi-level drill down
- Identify potential areas for improvement (Exception reductions, SOP Enhancements)

## Why OptimX?

### from a Delivery / Production perspective

- Assign tasks based on turnaround time and priority rules
- Ensure no tasks falls through the crack
- Triggers next processes/tasks based on rules
- Hand over tasks from one user to another
- Set diaries / reminders for follow-ups
- Audit work based on the skill set of the users and maturity of the process

Business Processing Challenge	Solartis Administer Benefits
<b>Business Growth</b>	<ul style="list-style-type: none"> <li>• Immediate (On-Demand) availability of skilled resources</li> <li>• Faster transition of processes (improve knowledge retention and reduce backlog)</li> <li>• 100% Insurance focused resources and skills</li> <li>• Leverage your existing technology and administrative assets</li> </ul>
<b>Fluctuating Business Volumes</b>	<ul style="list-style-type: none"> <li>• Eliminate chronic backlog problems</li> <li>• Process tasks as soon as received.</li> <li>• Transactional Pricing: Pay for only the work performed. (i.e. Transaction based pricing by business process)</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• On Demand Staffing</li> <li>• Eliminate hiring, training and staff turnover costs</li> <li>• Ability to re-allocate resources to higher value/critical tasks</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Improve quality of each task. All critical processes are internally sampled and audited for Quality Control and Assurance.</li> <li>• Create consistency, one agreed process for all (thoroughly documented and approved).</li> <li>• Ongoing continual process improvement process.</li> </ul>
<b>Response Time</b>	<ul style="list-style-type: none"> <li>• Real time</li> <li>• Overnight</li> <li>• 24 hours</li> </ul>
<b>Achieving Excellence</b>	<ul style="list-style-type: none"> <li>• Underwriters can focus on improved underwriting and customer service skills delink from the clerical activities</li> <li>• Recognize and respond to business and processing trends</li> <li>• Once the process is stabilized, address – internal issues e.g., turnover, re-training, process improvements, etc.</li> </ul>

## Solartis Team Capabilities

Solartis works exclusively in the Insurance Industry. Rigorous hiring standards, formal training and monitoring programs with a passion for excellence ensures that Solartis Administer is a leader in Insurance Operations processing.

### Hiring the best

An employee is carefully recruited based on their education, aptitude, reasoning, listening, communication skills, and work ethic. As a result, our customer experiences excellent results and consider each Solartis Administer team member to be an extension of their own in-house staff.

### Training & Monitoring

Our entire team is trained using our Insurance Mentoring Methodology which provides one-on-one instruction through a formalized program that emphasizes personal responsibility, information security, and quality control.

### Service Excellence

Our documented business processes, quality assurance procedures and service level standards are the three keys to our service excellence.

- Our customers include Insurance Carriers, Program Administrators, Brokers and Self-insured Organizations. Every Solartis Customer is a Solartis reference.
- Solartis has a singular focus on insurance policy administrative tasks and activities. This has been our focus since our founding in 2004. Our 650+ employees are all dedicated to the insurance business.
- Our documented business processes, quality assurance procedures and service levels commitments have evolved overtime and are proven. Our insurance carrier, program administrator and broker customers empower us every day to process their time sensitive critical tasks and activities.
- Our services fit you, not the other way around. Flexible, mix and match services to support you where you need it on your system or ours.
- You will be assigned a US based account manager and all our activities are totally transparent. We meet with your team on an agreed basis and we provide daily, weekly and/or monthly reports as follows:
  - List of tasks we process for you
  - Processed volumes
  - Turnaround time
  - Quality
  - Questions we need to ask you
- We support all E&S and admitted commercial, personal lines and program business and are fluent in many processing systems and platforms.
- Solartis Administer can be used as a strategic or stopgap solution to help meet your short and long-term processing needs.

## Technology and Security Precautions

- No hardware or software to purchase
- We use your technology or ours to deliver the services - you choose
- High level of information and physical security precautions and procedures
  - Fully insured
  - Data privacy tools and practices
  - Operational security procedures and practices
  - Incident response plans