



**Specialized Human Capital Solutions
for
Insurance Operations & Tech**

**We help insurance companies with
innovative staffing solutions to:**



**Deliver a high-quality
customer experience**



Streamline processes



Reduce operational costs

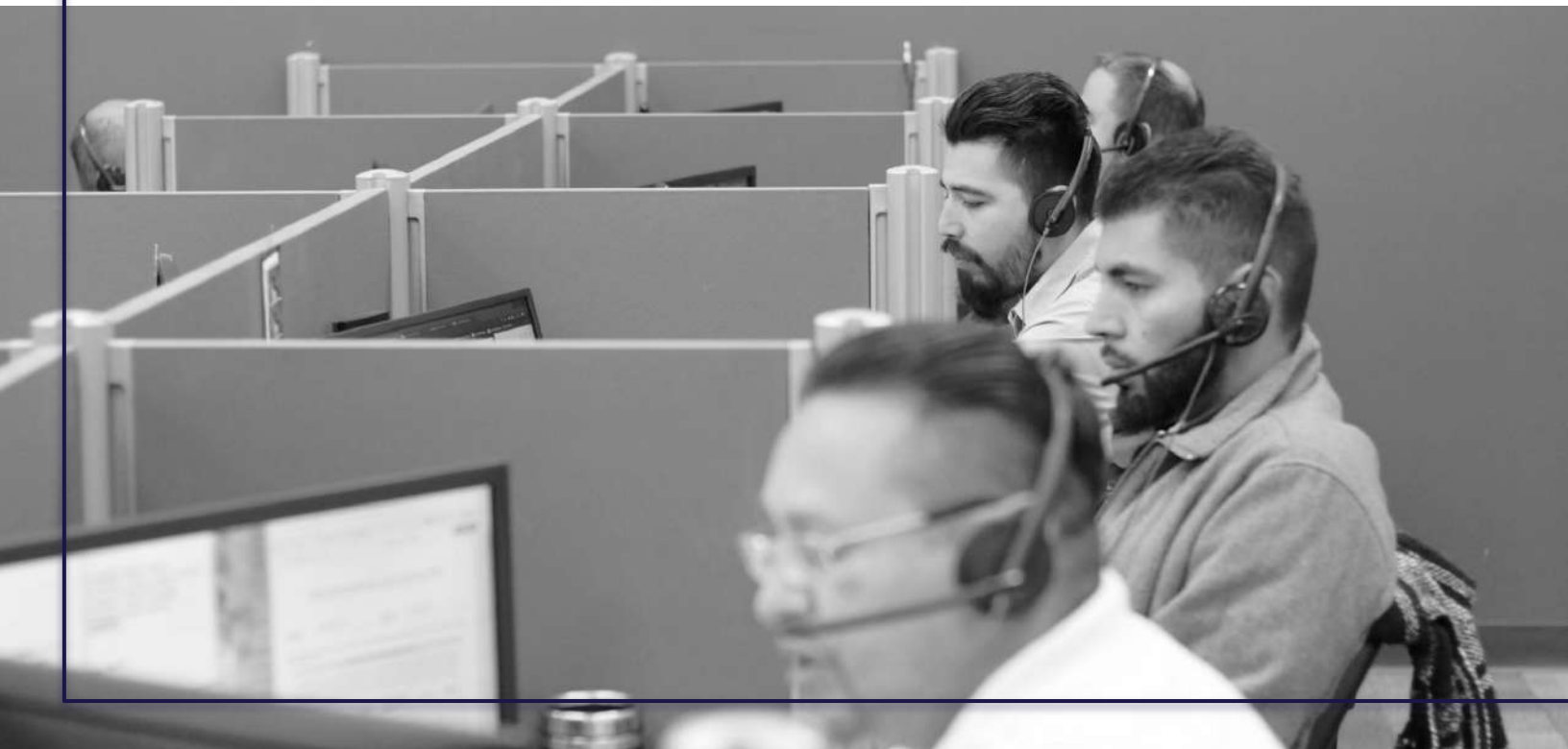
Our Policy & Growth Services

- Telemarketing
- Customer Service
- Underwriting
- Reporting Services



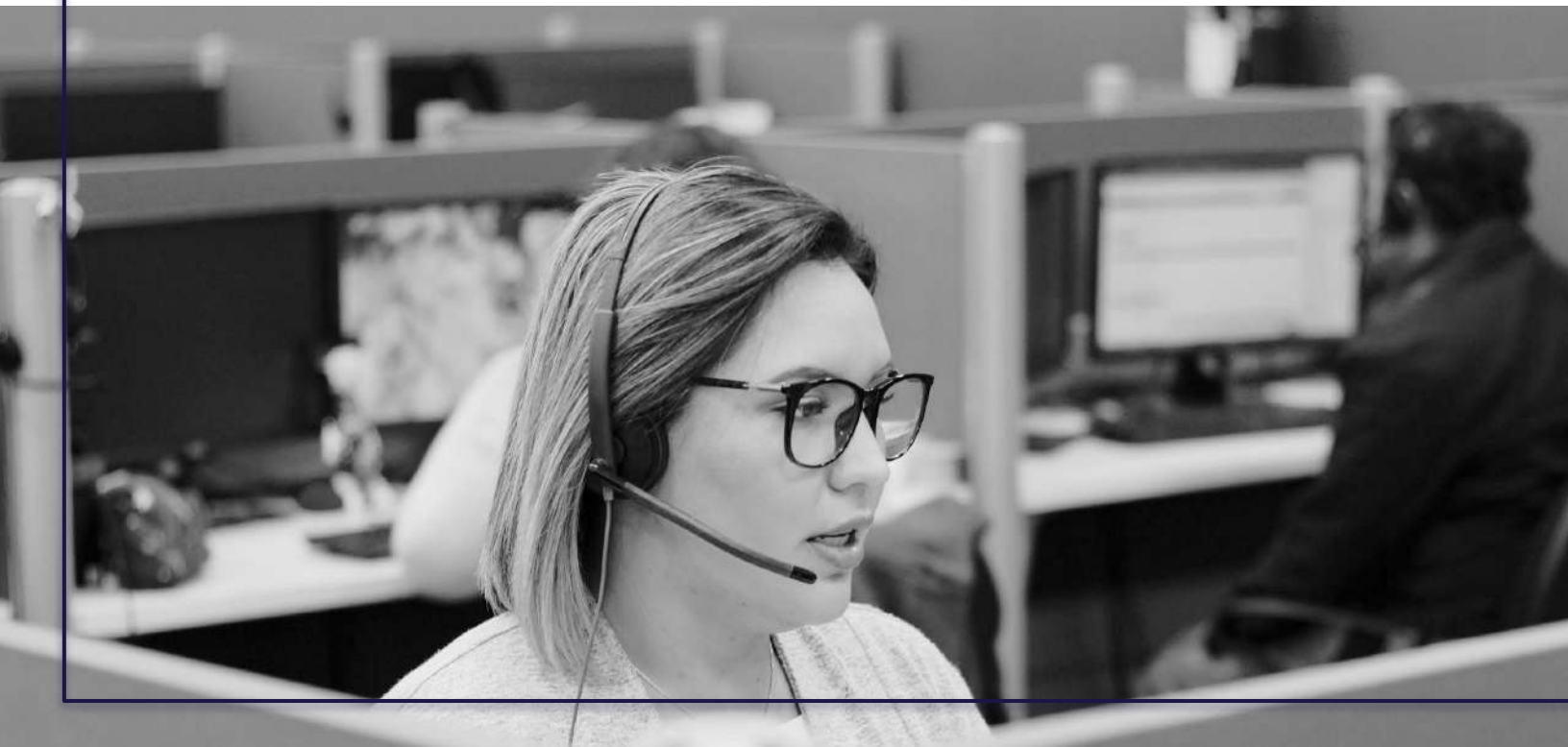
Telemarketing

- Bilingual English/Spanish
- Calling existing customers or new lead lists
- Calling brokers & agents for promotions
- Calling brokers & agents for new products rollout
- Broker & agents sales support up to binding event
- Cross sell calls and lead follow up calls
- Translations
- Emails, portals and text support



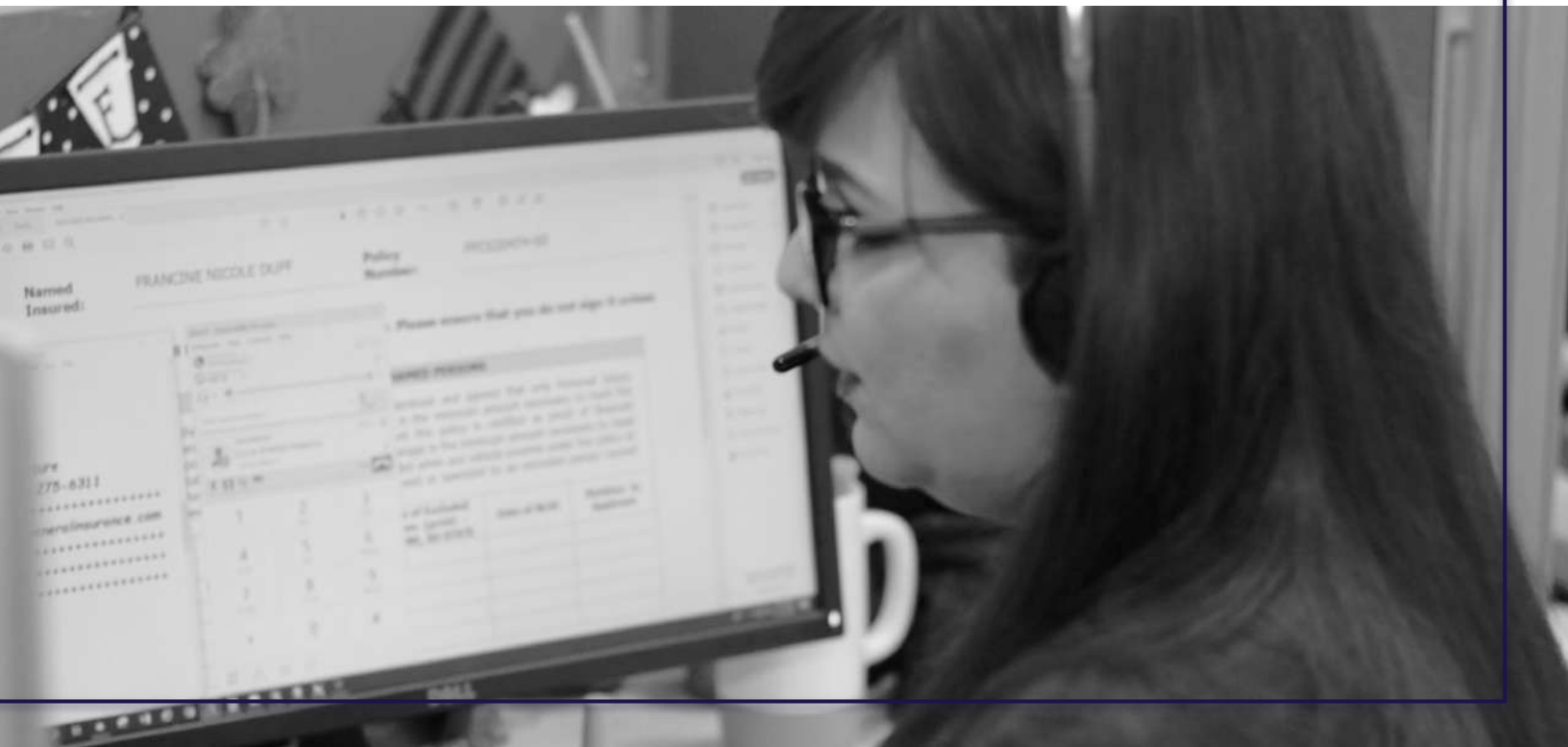
Customer Service

- Bilingual English/Spanish
- Insured, brokers & agents customer service
- Status calls, call screening & transferring
- Translations
- Process payments, refunds, NSFs
- Tech support for brokers & agents portals
- Emails, portals and text support



Underwriting

- Bilingual English/Spanish
- Brokers & agents quotes reviews and support
- Endorsements
- Unlisted household members
- Denial letters
- Rescission reviews, Rescission letters
- Cancellation processing
- Write offs for convenience and premiums



New Policy Reporting Services

- New sales reporting by channel, by producer
- New sales reporting by product, state, county
- Commission reporting
- Turn around time reporting
- Aging, coming due or past due reports
- Dashboards design, updates, and distribution
- Custom reporting



Our Claims Efficiency Services

- Contact Center
- Licensed Adjusters & Leadership
- Adjuster Assistants
- PIP Adjuster Assistants
- Litigation Adjuster Assistants
- Total Loss Processing
- 1st & 3rd Party Medical Bill Services
- Claims Process Audits
- Payments Setup & Audits
- Claims Reporting Services



Contact Center

- Bilingual English/Spanish
- FNOL intake (calls, web)
- Translations
- Recorded statements
- Status calls
- Call screening & transferring



Licensed Adjusters & Leadership

- Bilingual English/Spanish
- Onshore, US based, remote licensed adjusters
- Nearshore, Mexico based, remote licensed adjusters
- Claims leadership for short term engagements
- Subject matter experts for special projects and short term engagements

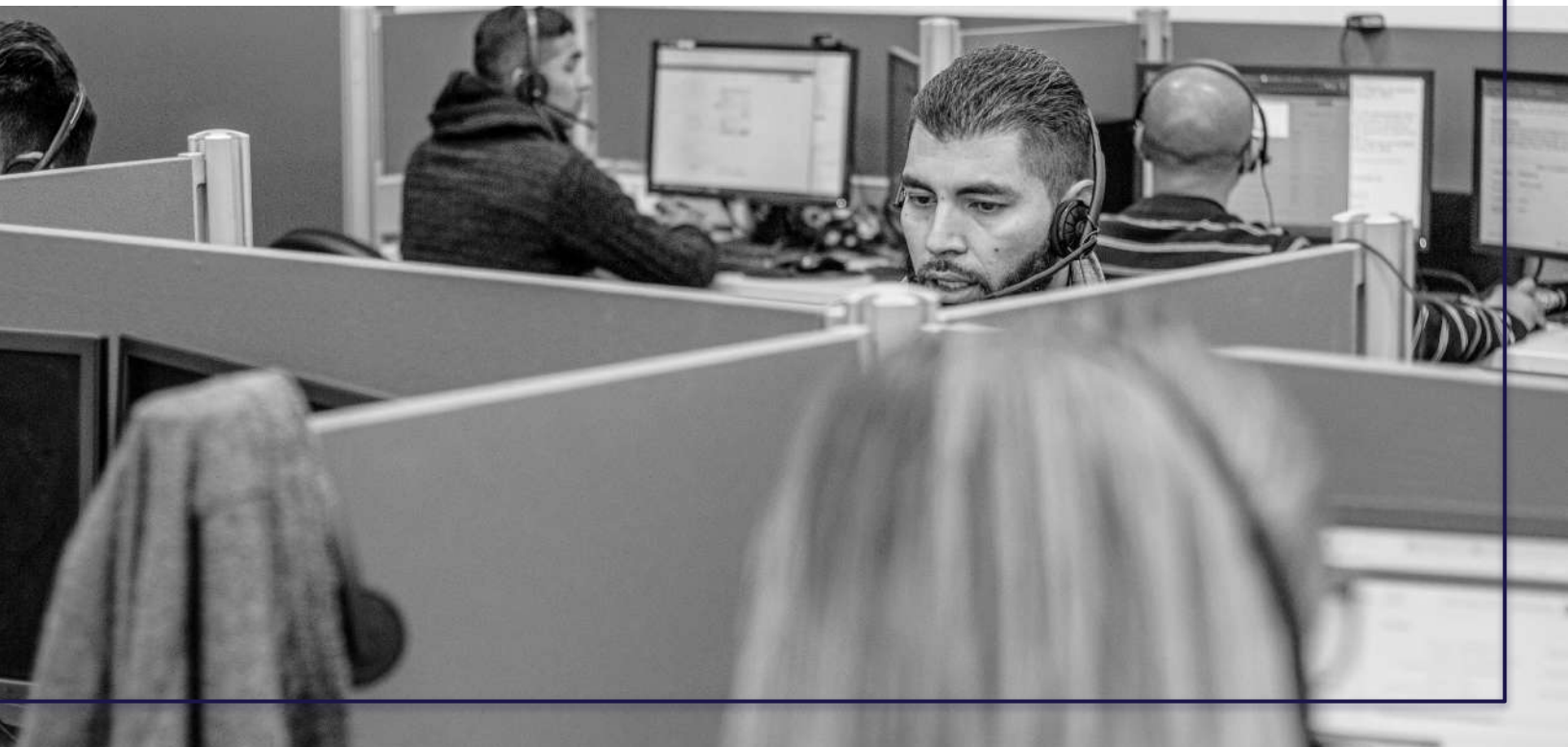


Adjuster Assistants

- Bilingual English/Spanish
- Adjuster assignments for new losses
- Police reports ordering, follow up and filing
- Vendor W9 calls, follow up and setup
- CCC appraisal ordering and follow up
- ISO updates and research
- Tech support of mobile app to obtain accident photos from insured/claimant
- Statement of coverage letters
- Windshield claim intake and packaging for internal assessment
- Handle in/outbound calls for information gathering
- Transcriptions
- Call/email agencies for a signed application
- Adjuster email inbox reviewer rights for email processing
- Email, Fax, Text messaging support

PIP Adjuster Assistants

- Bilingual English/Spanish
- PIP Adjuster Assignments
- PIP new mail processing
- PIP ledger creation and updates
- UM rejection/election form processing
- PIP letters (denials, exhaust, safe harbor)
- PIP bills & payments audits
- Medical provider inbound/ outbound calls and emails



Litigation Adjuster Assistants

- Bilingual English/Spanish
- New demand intake process and assignment
- Research, gather and source data and documents
- Prepare demand package for internal assessment
- Process dismissal letters and closeout claims
- Bill revision requests and PIP pay logs reconciliation
- Submit demand packages to legal
- Support legal with documents and data requests



Total Loss Processing

- Bilingual English/Spanish
- Manage Copart process for vehicle inventory
- Coordinate with Adjusters for vehicle status
- Make outbound calls to lien holders, insureds, COPART
- Negotiate storage fees with body shops, tow yards
- Inventory vehicles, details of pick and delivery
- Handle vehicles received without keys
- Process payments for Copart services
- Process other carrier orders for vehicle inspection
- Process drop off and release requests
- Obtain payoff, release of lien, letters of guarantee
- Coordinate with the vehicle owner to retrieve personal items

Payments & Audits

- Claim related invoices processing
- New vendor setup & audits
- Pay open coverage reserves
- Close reserves for payments
- Check stop pay processing
- Check status research
- Audit of payments
- Bank positive pay file administration
- Reconciliation of system payments to bank ledgers
- Escheatments research and resolution



1st & 3rd Party Medical Bill Services

- Medical specials data entry
- Medical bills review, repricing and EOB production
- Medical specials post-settlement audits
- EOB & BI Report training for adjusters
- Negotiation training for adjusters
- 6B request letters



Claims Process Audits

- New claim intake audits
- Claim investigation process audits
- Post settlement audits
- Vendor audits
- Payment audits
- Customer experience audits (recorded calls, emails, texts, letters)



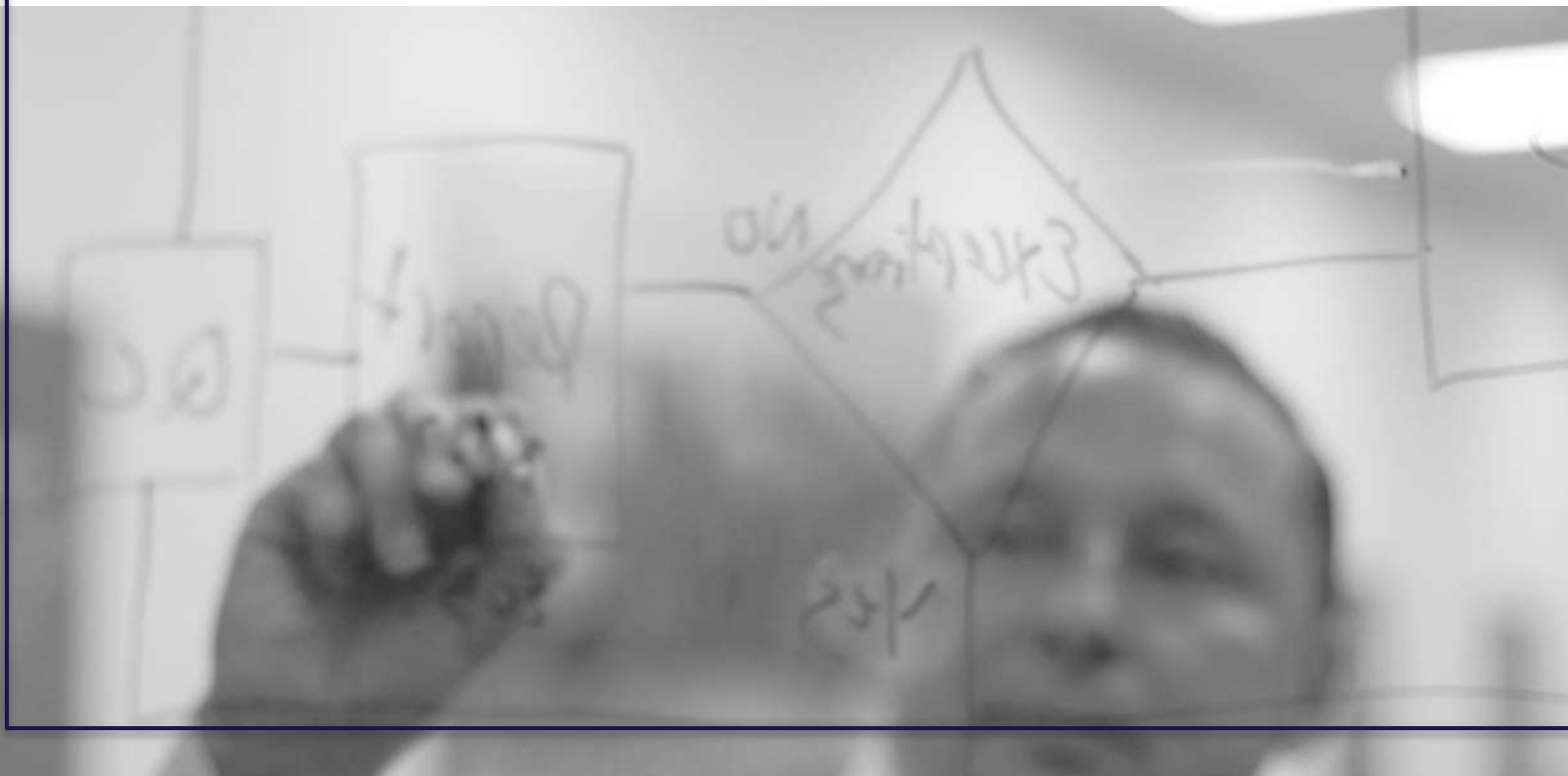
Claims Reporting Services

- Claims lifecycle status reporting
- Turn around time reporting
- Aging, coming due or past due reports
- Adjuster load balancing reporting
- Dashboards design, updates, and distribution
- Custom reporting



Our Technology Services

- IT management consulting
- Onsite and/or remote IT staff
- Project Management & Implementation
- System enhancements and QA testing
- Network Management Services
- New Software Development
- Legacy System Maintenance
- Help desk



Our innovative solutions
remove the friction to
make processing claims
straight forward.

Easy, really!



Contact us:

818-590-3673

info@zventus.com

www.zventus.com