



TECHNOLOGY-ENABLED INSURANCE OUTSOURCING

Solutions that Support and Propel the Retail Insurance Industry



PATRA AT A GLANCE

Patra powers insurance processes by optimizing and tightly integrating technology with human expertise; supporting insurance organizations as they sell, deliver and manage policies for their customers. Patra's technology-enabled insurance outsourcing services allow retail brokers, carriers, MGAs, and wholesalers to capture the Patra Advantage - profitable growth and organizational value.

CORPORATE OVERVIEW

FOUNDED
2005

HEADQUARTERS
El Dorado Hills, CA

GLOBAL OPERATIONS
U.S., Canada, India, & Philippines

EMPLOYEES
6,400+

LICENSED AGENTS
330+

CORPORATELY LICENSED
51 States

STRENGTH IN NUMBERS

98%
CLIENT
RETENTION

72%
TOP 25
AGENCIES

60%
TOP 5
WHOLESALERS

5.24M
CERTIFICATES
ISSUED*

24.5M
TRANSACTIONS
PROCESSED*

99%+
PROCESSING
ACCURACY RATE

**Annually*

WHO WE SERVE

RETAIL AGENCIES

Patra's specialized services help agencies accelerate customer acquisition and retention with enhanced profitability.

WHOLESALE BROKERS

Patra's operational experience enables wholesalers to focus on product specialization and market expansion.

MGAs

Patra's sophisticated underwriting operations help drive growth and enhance broker relationships.

CARRIERS

Patra's direct writer services enable carriers to acquire policies, generate premium, and retain customers more efficiently.

A DEDICATED STRATEGIC PARTNERSHIP

As a dedicated strategic partner and advisor to your business, Patra helps augment your team, combining experienced staff with state-of-the-art technology to help you thrive in a competitive market. Understanding the demands of the insurance market, Patra addresses the entire policy lifecycle by applying six sigma and business process consulting to identify process and service improvements, deploy best practices, and provide industry expertise in P&C and Employee Benefits. Patra streamlines retail agency operations to reduce staff workload, optimize small account management, and improve service efficiency.

SOLUTIONS FOR YOUR BUSINESS



INSURANCE PROCESSING

Patra's processing experts and consultants address specific workload needs to improve efficiency, increase productivity and grow top-line revenue.



VIRTUAL CSR ASSISTANCE

Patra provides remote CSR services to support the agency with a wide range of everyday account management tasks, especially helpful during staff turnover or family leave.



SMALL ACCOUNT SERVICING

Patra's managed service model is a flexible, powerful tool to manage or grow small accounts, whether P&C, benefits or personal.



CONTACT CENTER

Patra delivers end-to-end solutions that leverage omni-channel contact center technology to manage the life cycle of the insurance customer experience, regardless of channel.



PRINT & VIRTUAL MAIL

Patra offers full-service document fulfillment solutions. State-of-the-art facilities print, mail and process millions of insurance documents each year.

SERVICES TO SUPPORT THE ENTIRE POLICY LIFECYCLE

SALES / SUBMISSION MANAGEMENT

- Loss Runs
- Quoting & Proposals
- Renewal Letters
- Submission Intake
- Document Retrieval
- Experience Modification Rate Updates
- Pre-renewal & Enrollment Communications
- AMS Updates
- Data Entry

POLICY SERVICING

- Policy Checking & Modification
- Endorsements
- Policy Administration
- Certificate Processing & Tracking
- Eligibility Processing
- Benefit Admin System Updates
- Enrollment Confirmations
- Invoicing
- Data Entry

RENEWAL SERVICES

- Policy Checking
- Certificate Processing
- Summaries of Insurance
- Census Population
- RFP Preparation
- Carrier Renewal Extraction
- Spreadsheets - Ren/Alt
- Renewal Services
- Application Updates & Submissions
- Rating & Quoting
- Data Entry

CLAIMS SERVICES

- Claim Acknowledgement & Follow-up
- Claims Experience
- Spreadsheets - Claims Data
- Claims Analysis
- Data Entry

ACCOUNTING & COMPLIANCE SERVICES

- Compliance & Licensing
- Direct Bill Posting / Reconciliation
- Commission Posting
- Billing & Payment Processing
- Notice of Cancellations & Reinstatements
- Disclosure Population
- Wrap Documents
- Audit Processing
- Invoicing
- Data Entry

INTELLIGENT AUTOMATION



WORKFLOW MANAGEMENT, ROUTING & AUTOMATED EXECUTION



ARTIFICIAL INTELLIGENCE & MACHINE LEARNING (AI & ML)



NATURAL LANGUAGE PROCESSING (NLP)



COMPUTER VISION (OCR, ICR)



OPERATIONAL EXCELLENCE

Our operational excellence model is what sets Patra apart. With nearly 20 years solely dedicated to the insurance industry, we know your business. This level of expertise becomes a key benefit to our clients as we deliver a hybrid approach to insurance processes combining a global team of specialized experts, innovative technology, and a proven quality framework to deliver greater capacity, expertise and precision to the most complex tasks and processes.