



## CLIENT SUCCESS STORY



# Clearcover uses Patra Direct to support its ambitious growth goals

Clearcover is a Chicago-based tech startup that uses technology to create better insurance experiences. While the company started as an MGA, they are now a full-stack insurer, selling policies in nine states across the United States. Clearcover uses its proprietary machine learning, called ClearAI™, to issue payment on claims faster than any auto insurance carrier in the country and has an award-winning mobile app.

As Clearcover transitions to offering insurance coverage in all 50 states, they recognize the need for a partner to augment their internal team and scale quickly. Sufficient staffing is critical for providing consistent service for customers.

 ***As a startup, we make changes quickly, and with those changes come shifts in staffing needs. Our relationship with Patra has allowed us to flexibly augment our team – in alignment with our ambitious company goals – all while ensuring that we meet the needs of our customers and employees.***

**Heidi Craun**  
Head of Customer Experience, Clearcover

## Solution at a Glance

### Challenge

Rapid growth and quick changes meant Clearcover needed a flexible partner to augment their internal team.

### Solution

Clearcover engaged with Patra Direct to supplement its customer sales and support and FNOL.

### Result

Patra's trained and licensed insurance agents handled 60,000 customer interactions in the first 18 months while maintaining a 92% CSAT.



## Why Clearcover Chose Patra

### *Insurance Expertise*

Patra has deeper insurance experience than other BPOs. Their industry best practices are refined and well-tested, which means they added significant value immediately. Clearcover's staff learn from Patra, absorbing best practices and making all operations more precise and cohesive.

### *Scalability*

Clearcover values Patra's ability to scale quickly and efficiently in both number of agents and services provided. The partnership started with three licensed agents providing two services and in only 12 months increased to 12 agents providing four services. Patra agents were incredibly agile and eagerly embraced our operations and processes.

### *Flexible and Efficient Onboarding*

Patra's dedicated and integrated team structure provided for a timely and scalable onboarding experience. Patra's relationship manager drove speed, accuracy, and accountability, resulting in overall success. Patra's dedicated Clearcover Client Consultant is extremely easy and enjoyable to work with and the entire Patra operations team communicates regularly to deliver quantifiable results and collaborates to solve issues.



### **Company Profile**

National auto insurance

### **Client Since**

2019

### **About the Company**

Clearcover, the smarter insurance choice, uses technology to create better insurance experiences and offer customers more coverage for less money.



1107 Investment Blvd., El Dorado Hills, CA 95762  
(415) 884-8008 // [patracorp.com](http://patracorp.com)

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