



Company Overview



September 2022





**A Leading Provider of
Technology-Enabled Services
to the Insurance Industry**

Patra exists to help solve the insurance industry's most pressing issues

- ✓ Insurance organizations across the industry are now looking to accelerate digital transformation ⁽¹⁾
- ✓ Expense management efforts are crucial to fund this faster innovation and fuel future growth ⁽¹⁾
- ✓ Workforce is transitioning out with 2030 seeing millennials and their successors representing half the adult population – they want to be challenged and work in innovative spaces.

⁽¹⁾ Deloitte 2021 Insurance M&A Outlook and 2021 Insurance Outlook
⁽²⁾ NPS benchmarks: Compare Net Promoter Scores by industry | Delighted

THE PATRA ADVANTAGE

Patra powers insurance processes by optimizing and tightly integrating technology with human capital; supporting insurance organizations as they sell, deliver and manage policies for their customers.

Patra's technology-enabled services allow retail **brokers, MGAs, wholesalers** and **carriers** to capture the **Patra Advantage** – profitable growth and organizational value.

PERFORMANCE

6 Years

INC 5000
2017 | 2018 | 2019
2020 | 2021 | 2022

21%

Organic Revenue
CAGR Trailing 5 Years

120%

Revenue
Retention

20M

Transactions
Processed Annually

13

Consecutive Years
of EBITDA Profit

59

Net Promoter Score
of "Excellence" ⁽²⁾

THE BASICS



Headquarters
El Dorado Hills, CA



Founded
2005



Global Operations
US, India, Canada &
the Philippines



Ownership
Privately Held



Corporate Structure
C-Corporation



Website
Patracorp.com





Who We Serve

Retail Agencies

Patra's specialized services allow agencies to accelerate customer acquisition & retention with enhanced profitability.

Carriers

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

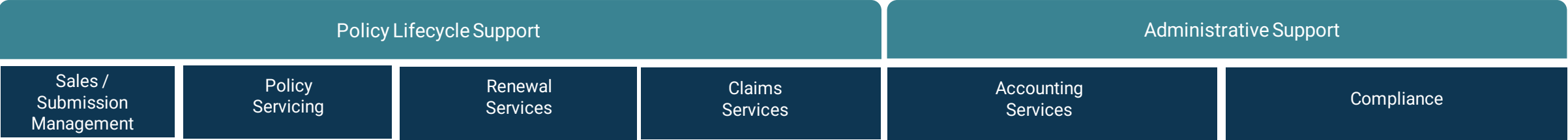
MGAs

Patra's sophistication related to underwriting operations helps drive growth & enhance broker relationships.

Wholesale Brokers

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

Across the Insurance Lifecycle, Patra executes critical and complex services, bringing best practices and standardization into our client’s operations, allowing our customers to focus on customer acquisition and retention.



P&C and Employee Benefits Processing Services

Service Line + Value Proposition | **Patra OnDemand** services across P&C, Commercial, and Employee Benefits provide 24/7 insurance support. Process Executives ensure client SLAs are met, and we provide 99%+ accuracy. Through our PatraOne platform, automation and digitization are applied to reduce operational waste and errors, resulting in 120% New Revenue Retention. Offering E&O coverage, clients trust Patra with their business.

Small Account Managed Services

Service Line + Value Proposition | **Patra Select** provides complete white label management of an organizations small book of business with licensed representatives across all 50 states. Our account managers applying our best practices result in Patra being 60% more productive than company's counterparts.

Underwriter Assist / Patra Agency Advantage

Service Line + Value Proposition | **Patra Assist** or **Patra Agency Advantage** gives small to medium-sized companies access low cost, highly digitized services as an entry to Patra. Offered as a fixed monthly hourly rate or a full-time, dedicated, unlicensed CSR, companies can move into our OnDemand service model as they mature in service needs.

Call Center Sales and Support

Service Line + Value Proposition | **Patra Direct** provides a flexible, end-to-end solution that deploys omni-channel communication tools to your existing management systems, supporting every part of the customer experience. Inbound or outbound, we supports a customer contact centers with voice, chat, text, email, and white mail to deliver your brand experience.

Print and Virtual Mail

Service Line + Value Proposition | **Patra Document** provides virtual mailroom and complete print services with state-of-the-art fulfillment, improving productivity and business efficiency for insurance documents. Our high-speed, high-capacity equipment and sophisticated shipping software reduce costs, automate tasks, and ensure on-time delivery.



Power in Numbers

68%

**Top 25 Agencies
are Customers**

227

**US Customers
Representing
617+ Offices**

4M+

**Certificates Issued
Annually**

>4M

**Processing Service
Hours Completed
Annually**

\$300M+

**Select Premium
Managed**

100K

**Total Policies
Managed**

Business is Borderless. Being Truly Global Matters.

5000+

Passionate Team Members Globally

275+

Licensed Insurance Professionals in 48 States
Corporately Licensed in 50 States

7

Centers for Processing Excellence: (5) India, (1) Philippines, (1) US

3

Technology Development Centers: Canada, India, US



98%

employees
recommend Patra



We are ONE PATRA™



CORE VALUES

Honesty, Integrity, and Respect are the foundation and core values of our company. These three pillars of success are embedded in every aspect of our organization's culture and define how we operate across the globe.



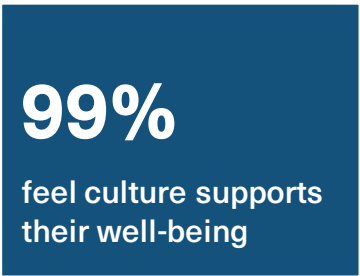
POWERED BY OUR PEOPLE

Our hybrid workforce is made up of over 5,000 employees across the US, India and Philippines regions.



CULTURAL COMPETENCE

Cultural competence is rooted in our everyday communication with one another – fostering a space where we respect and learn from each other, and value individual contributions.



CONFIDENTIAL & PROPRIETARY



Accolades

Awards & Recognition



6 Year Recipient



4 Year Recipient



Patra Named *Five-Star Insurance Technology Provider* by IBA Magazine



2022 | 2021 | 2019



**SACRAMENTO
BUSINESS JOURNAL**
Fastest Growing Companies
2019 | 2020





**Technology-Enabled Services
for the Insurance Industry**

To Learn More Visit : www.patracorp.com

