INSURANCE PROCESSING

Property & Casualty

Powering the full scope of front- and back-office processes through every stage of the policy lifecycle.

PATRA™
OnDemand

OnDemand insurance processing and tech-enabled solutions that drive profitability and new customer acquisition across the industry.

As a true partner to your business, Patra engages in every aspect of the property and casualty lifecycle. From new business, policy servicing, renewal and claims, to accounting and compliance support, Patra's proprietary technology coupled with its tech-enabled best-practices processing workflows your agency will experience:

› Improve efficiency,
› Increase productivity, and
› Grow top-line revenue.

As your dedicated service provider, our service delivery model is designed to empower you to focus on what you do best – bringing value to your customers, managing risk while providing peace of mind to all your policyholders.

Our tech-enabled services change the way you manage and do business.

⚙ **Cancellation Notices**

⚙ **Certificates**

⚙ **Claims Acknowledgments**

⚙ **Data Entry**

⚙ **Direct Bill Posting**

⚙ **Direct Bill Reconciliation**

⚙ **Indexing**

⚙ **Loss Runs**

⚙ **Policy Checking**

⚙ **Reinstatements**

patracorp.com

Organizations committed to **GROWING** their business, choose **Patra** as their insurance processing partner.

PATRA'S SERVICE SOLUTIONS ALLOW YOU TO FOCUS ON TASKS THAT DRIVE REVENUE

Patra pushes the limits of today's insurance technology offerings by applying our industry-leading, tech-enabled approach -- a combination of Patra's patent-pending, proprietary artificial intelligence (AI), machine learning (ML) and human-in-the-loop expertise -- to prioritize accuracy and accelerate processing while reducing E&O exposure and eliminating backlog.

With a true, start-to-finish solution for your policy administration functions, each process combines into a unified workflow which improves operational efficiency, elevates your customer's experience, and increases your bottom line.

Meet Deadlines

Patra's ability to simultaneously handle multiple services 24/7 supports faster turnaround times and drives higher customer satisfaction.

Save Time

With flexible and scalable capacity, we can take on a single process or a multitude, and each combine into a unified workflow engine that continually improves operational efficiency.

Focus on Growth

We handle the back-office work while your team focuses on new customer acquisition and dedicated attention to existing customers.

Reduce Expenses

As Patra levels your workloads by taking on areas of overflow and backlog, you will reduce overtime expenses and extra hours.

Tech-enabled Solutions for Each Phase of the P&C Insurance Lifecycle

Patra's trained and managed processing executives along with a dedicated Patra US-based Client Consultant, collaborate with your agency on best practices and operational efficiencies to support your focus on driving growth, profitability, and customer satisfaction.

Policy Lifecycle Support				Administrative Support	
New Business/ Marketing	Policy Servicing	Renewal Services	Claims Services	Accounting Services	Compliance Services
Loss Runs Quoting Ex Mods Data Entry Renewal Letters Proposals	Policy Checking Endorsements Policy Administration Certificates Data Entry Invoicing Certificate Tracking	Policy Checking Data Entry Certificates Summaries of Insurance	Claim Acknowledgment Claims Follow-Up	Direct Bill Reconciliation Cash Reconciliation Invoicing Direct Bill Posting Payment Processing / PatraPay Data Entry	NOC Reinstatements Document Retrieval Indexing Data Entry Audit Processing Download Communication Log

Backed by the Power of the Patra Shield

☑ **Indemnity Protection**
Errors and omission (E&O) liability assumption provided for the work that Patra process executives manage.

☑ **Global Network**
Our global network of multiple processing centers in India and the Philippines enables us to load-balance processing volume to meet your SLAs.

☑ **Business Continuity & Disaster Recovery**
Patra maintains a comprehensive and audited Business Continuity and Disaster Recovery Plan.

☑ **SOC2 Compliant**
Ensures the safety and privacy of your data.

Higher **customer satisfaction**, driven by **improved service**, and faster **processing times**, drives **PROFIT** through increased customer retention.

A COMPREHENSIVE SUITE OF SOLUTIONS FOR YOUR BUSINESS NEEDS

From tech-enabled back-office processing teams, to dedicated experts performing staffing assistant services, to Patra account managers servicing a book of small business on your behalf, to complete management of your virtual print and mail room, Patra has the solutions that help you drive growth, profit, and value.

The Customer Experience

We deliver a customer centric experience truly invested in your success. Leveraging innovative technology and our industry expertise, we help move your business forward.

Foundation for Success

Patra's experienced solutions consultants and onboarding specialists make it easy for your team to identify and adopt the best tech-enabled solutions that will accelerate your path to ROI.

Channeling Partnership Success

Once onboarded, we partner you with a tailored service team to ensure you're getting the most out of our service(s) and achieving your goals.

Unifying Systems and Workflows

Patra's proven integration process prioritizes data security with minimal disruption. We are an extension of your team, delivering a white label customer experience.

Quantifying Success

Patra empowers you to make data-driven and strategic business decisions by providing data analytics and KPI performance metrics through RPA, Hybrid Cloud, and ML.

PATRA™

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SCAN ME