PATRA™

Every certificate, letter, and notice out the door on schedule — without a mailroom of your own.

What it is

Patra's print, mail, and document processing service manages outbound and inbound correspondence for insurance organizations. It covers certificates, letters, notices, invoices, policies, and marketing materials, produced at our own document processing facility, and mailed daily. Returned mail is scanned and filed back into your management systems.

The problem

Printed communication has to happen every day, and it competes with the work that brings revenue in.

- **Staff time goes to the mailroom**
- **Production cost rises with volume**
- **Returned mail goes unworked**

What Patra does

We serve as your in-house mailing department. Print requests arrive digitally or by direct mail, are processed and mailed on a daily basis, and inbound and returned mail is scanned back into your systems.

- **High-volume processing capacity**

  Our proprietary shipping software produces a standardized address cover sheet, bringing addresses across certificate holders, smaller insureds, and carrier certificates into one format.

- **Cost reduction through standardization**

  Standardized formats allow double-window envelopes and folder/inserter machines, which reduce production cost and time.

- **Virtual mailroom services**

  We manage postal regulation, return mail processing, and customized document management workflows, removing the need for in-house or service team facilitation.

- **Return mail processing**

  Each piece of returned mail is scanned and filed within your management systems, and addresses can be flagged, corrected, removed, or updated.

- **A daily cycle**

  Print requests submitted digitally or by direct mail are processed and mailed the same day they are managed, giving customers a short turnaround.

- **The full document range**

  Certificate endorsements, claims acknowledgment letters, company handbooks and policies, customer letters and mass mailings, direct bill letters, employee benefits kits, invoices, marketing collateral, notices of cancellation and claims, policies, and postcards.

Why Patra

- **A production facility, not a broker of one**

  Our own document processing facility combines mail processing and printing technology with a team of production experts.

- **Production staff who know insurance documents**

  The team is versed in insurance document requirements rather than general commercial print work.

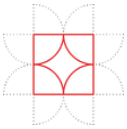
- **Proprietary shipping software**

  The address standardization that makes the postal and production savings possible is Patra software, not an off-the-shelf mailing tool.

- **Outbound and inbound in one service**

  What goes out and what comes back are managed together, and both end up filed in the client's systems.

Security and continuity



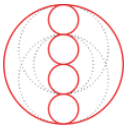
Certified compliance

Patra maintains SOC 2 Type 2 compliance and ISO/IEC 27001:2022 certification, aligning data protection practices with global standards for security, availability, and confidentiality. Regular independent audits validate controls.



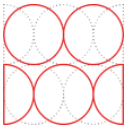
Technical safeguards

AES256 encryption for data at rest and in transit, encrypted GVPN connectivity, Active Directory authentication, and SIEM-based logging and alerting. Data loss prevention and single sign-on are enforced, administrative privileges are restricted, and USB storage is disabled.



Secure processing centers

We operate multiple processing centers in India and the Philippines under direct operational control, purpose-built for data protection and supporting load balancing during volume spikes or continuity events.



Business continuity

Audited business continuity and disaster recovery programs, including a Business Continuity Plan, Disaster Recovery Plan, and Security Incident Response Plan, support operational resilience through disruption.

What would your service team do with the hours it currently spends at the printer?

Let’s make print and mail one less thing to manage.

TALK WITH OUR TEAM

PATRA™

207 Town Center Blvd Building A,
Suite 100 El Dorado Hills, CA 95762

(415) 884-8008

info@patracorp.com

www.patracorp.com