

# WATERSTREET SERVICES

## CUSTOMER SERVICE

At WaterStreet Company, customers are our only focus. Our service offering ensures clear and transparent communications – internally as well as with your clients. We invest in our staff, freeing you from the headaches of recruiting, training, and providing clear career paths to ensure retention. Our customer service representatives (CSRs) do not just answer phone --they are versed in insurance as well as systems. Specifically, we:

- Assign a CSR for each client to answer customer and agent calls
- Staff a full-time training director to facilitate on-going training as well as training reinforcement
- Provide a comprehensive training program through WaterStreet University covering:
  - Systems training on the intricacies of all administrative tasks
  - Customer service etiquette training
- Enhance the training experience as a testing center for the American Institute for Chartered Property Casualty Underwriters
- Monitor customer service phone calls to ensure effective, courteous communication and knowledge of the system and insurance

## TIER 1 UNDERWRITING

WaterStreet understands the strategic, operational and financial benefits that a strong underwriting team can create. We have developed sophisticated technology, processes and administrative protocols to ensure that we function as part of your in-house team. At a high level, we offer the following:

- During implementation, customization of the underwriting system automating business rules, intelligent workflow and the extensive edits
- Operations:
  - Establish rules for underwriting acceptance
  - Identify required documentation for issuance
  - Interpret third party data for quotes or application records
  - Review documents such as inspections
  - Perform all other agreed upon underwriting services
- Transaction processing:
  - Process quotes, endorsements and policy changes in the queue
  - Cancel unacceptable bound policies
  - Process enrollments
  - Image, scan, data entry
  - Insurance underwriting
  - Policy administration and issuance

## ACCOUNTING AND PREMIUM BILLING AND COLLECTIONS

WaterStreet provides accounting services that deliver business control, value creation, and cost improvement along the finance value chain. We manage extremely efficient and fully automated accounting processes for our clients including:

- Cash processing
- Bank accounts and reconciliation
- Cash exception processing
- Cash suspense management
- NSF handling
- Agent commissions
- 1099 processing
- Book of business transfers
- Premium billing and collections

## PRINTING, ASSEMBLY AND DISTRIBUTION

WaterStreet provides an end-to-end, reliable and efficient fulfillment and distribution solution for our clients. The solution is integrated with our policy and claims administration system which minimizes errors and speeds the process. Once a policy has been issued in the system, the record is queued for printing and mailing or electronic distribution. Our Document Generation program assembles documents automatically from the approved underwriting manual and policy forms data store and captures them for distribution. Both static and variable-text forms are generated in the desired policy sequence for immediate printing and mailing.

## IMPLEMENTATION AND TRANSITION

WaterStreet Company has extensive experience and expertise in transitioning clients to our systems and services ensuring that projects are delivered on time and on budget. Our services go beyond deployment – we help you plan, implement, integrate and operate the WaterStreet Solution. Our processes ensure that your customers will not be negatively impacted by the project and that you will begin gaining the benefits of the solution immediately. WaterStreet Company has designed a team approach to successfully transition clients to our systems and services. From the first meeting through the first few months of operations, the role our teams play with a new client is highly consultative with the goal of achieving the most effective process for you.

## CUSTOM DEVELOPMENT

WaterStreet understands that many companies wish to have the flexibility to innovate and offer unique products and services. We welcome the opportunity to design and implement client-specific projects as well as co-develop strategic initiatives. Because of our processes and expertise, our projects are delivered on time and on budget. We collaborate and communicate with your team to ensure that you get immediate value from your investment and get exactly what you need, how you need it.