



**WATERSTREET**  
COMPANY

DO MORE.  
STARTING **NOW.**

SOLUTIONS  
SHEET:

# Waterstreet P&C Insurance Business Process Outsourcing



WaterStreet Company understands that P&C Carriers are burdened with a high volume of action items and verification procedures to properly manage the policy lifecycle. Your customers are your primary assets, and your success depends on exceeding their expectations. That's why we design our services offering to match or surpass the highest customer-service standards in the industry.

We offer a suite of back office and support services designed to accelerate the process and keep your agents and underwriters focused on delivering high value service to your clients. Our on shore, professional staff are certified in Property and Casualty principles through The Institutes so they understand your industry and extend a high-quality customer experience with sophisticated technology and processes.

## CUSTOMER SERVICES



### ACCOUNTING SUPPORT SERVICE

WaterStreet provides P&C billing accounting services that deliver business control, value creation, and cost improvement for your business. We provide validated financial statements, Form 1099 processing, account reconciliation and other reconciliation and reporting services.



### POLICY SUPPORT SERVICE

Our Policy Support Service is designed to accelerate the process and keep your agents and underwriters focused on delivering high value service to your clients. We can help with burdening administrative tasks, such as document review and attachment, non-monetary endorsements, return mail processing, and cancellation processing.



### DOCUMENT OUTPUT AND DISTRIBUTION

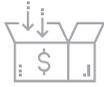
WaterStreet Company has an onsite, reliable and efficient fulfillment and distribution solution for our clients. We manage direct mail, return mail, promotions as well as electronic distribution methods all automated with the WaterStreet document management module.

SERVICES CONT.



### CUSTOMER SERVICE CALL CENTER

WaterStreet Company customer call center is staffed with P&C licensed professionals who are certified through The Institutes and can assist your agents through phone, live chat, and email with rating, quoting, inspections, and other underwriting processes.



### ONSITE LOCKBOX AND PAYMENT PROCESSING

We support various payment options and multiple payment plan options to handle payment processing as well as an onsite lockbox for secure, convenient cash handling.



### FLEXIBLE BILLING METHODS

WaterStreet supports multiple invoicing and flexible billing methods including Account Bill, Direct Bill, Agency Bill to meet your business needs.

## THE WATERSTREET VALUE



### SCALABILITY

The WaterStreet system allows you to expand products and states quickly and easily so that you have one system for all your business workflows and reporting needs along with supporting back office services.



### INDUSTRY EXPERTISE

Our onshore P&C licensed staff is led by a team of former P&C executives with decades of experience in P&C product, policies, claims, customer service, and technology.



### STREAMLINED PRODUCER OPERATIONS

Integrated billing and accounting functions improve cash flow and simplify usiness processes.



### REDUCED ADMINISTRATIVE BURDEN

By outsourcing to WaterStreet, clients benefit from reduced audits and other back-office service fees, freeing staff to focus on high value activities.



### UNPARALLELED SERVICE

A proven track record of collaborating with clients and partners to deliver an unforgettable customer experience.



### COST SAVINGS

With WaterStreet, you mitigate the need to take on overhead and additional staffing to grow and scale your business.



### ABOUT WATERSTREET

Founded in 2000, WaterStreet is a company of property & casualty insurance industry experts passionate about transforming and optimizing our clients' operations through remarkable customer experience, workflow optimization, and cutting-edge technology to grow with our customers as they achieve success. We offer a cloud-based P&C insurance platform along with a suite of policy administration services to our clients to help them scale and grow their business optimally.

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