



WATERSTREET
COMPANY

DO MORE.
STARTING **NOW.**

**SOLUTIONS
SHEET:**

Simplify Back Office Processes with WaterStreet eFFicient Services



WaterStreet Company acknowledges the challenges faced by P&C Carriers in managing the complex policy lifecycle. Recognizing the paramount importance of customer satisfaction, we tailor our back-office and support services to exceed industry standards. Our suite of offerings is designed to streamline processes, enabling your agents and underwriters to focus on delivering exceptional value. With a certified team skilled in Property and Casualty principles, we ensure a seamless customer experience through advanced technology and meticulous processes, empowering your success in the competitive marketplace.

eFFicient SERVICES



Elevate Your Customer Support with eFFicient SERVICE CONNECT

- Streamline your customer interactions with our live phone and chat support services, available during your business hours.
- Expertly handle inquiries ranging from general topics to payment assistance and underwriting rules with precision and clarity.
- Our automated attendant and cloud-based contact management system ensure seamless call management and organization.
- Utilize our integrated chat system with a comprehensive library of standard responses for swift and effective communication.
- With WaterStreet, rest assured knowing that every interaction is monitored for quality and adherence to protocols, ensuring superior service delivery.



Simplify Premium Management with eFFicient PAYMENT OFFICE

- Partner with us to effortlessly manage premium payments and transactions, directly posting them into your accounts with precision and efficiency.
- Our dedicated team reconciles receipts and transactions daily, providing accurate financial insights for your business.
- Trust WaterStreet to handle fund disbursements seamlessly on your behalf, whether it's returning premiums, managing overpayments, or issuing claims checks.



Optimize Document Distribution with eFFicient DISTRIBUTION

- Let WaterStreet handle the meticulous task of document distribution, ensuring compliance with your guidelines and industry standards.
- Choose from a variety of mediums, including hardcopy PDFs or text-based emails, as well as traditional mail or electronic delivery.
- Rest easy knowing that each document is sent with proof of mail, providing peace of mind and accountability for every communication.

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 business 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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