

CUSTOMER RETENTION

CARE ASSOCIATE

Protect Your Book and Maximize LTV



THE HIDDEN COST OF INEFFICIENCY

Your highly paid producers are trapped doing administrative drudgery, and your agency is squeezed by labor shortages. This leaves your book vulnerable to “silent churn” because your team lacks the time for proactive outreach.

YOUR DIGITAL WORKFORCE

The Care Associate: Stop relying on finite savings and start scaling infinite capacity. Indemn provides an insurance-native digital workforce to act as your Growth Partner. By deploying an AI Associate for proactive client communication, you protect your EBITDA and staff retention.

AGENTIC BUSINESS RESULTS (ABR) DELIVERED

- **Proactive Outreach:** Executes automated policy review scheduling and personalized client outreach, such as birthday greetings or weather alerts.
- **Lapse Prevention:** Proactively contacts policyholders regarding overdue payments to resolve payment issues.
- **Maximized Value:** Protects the book of business and maximizes Lifetime Value (LTV).



PROVEN ARCHITECTURE, ABSOLUTE CONTROL

COMPLIANCE BY DESIGN

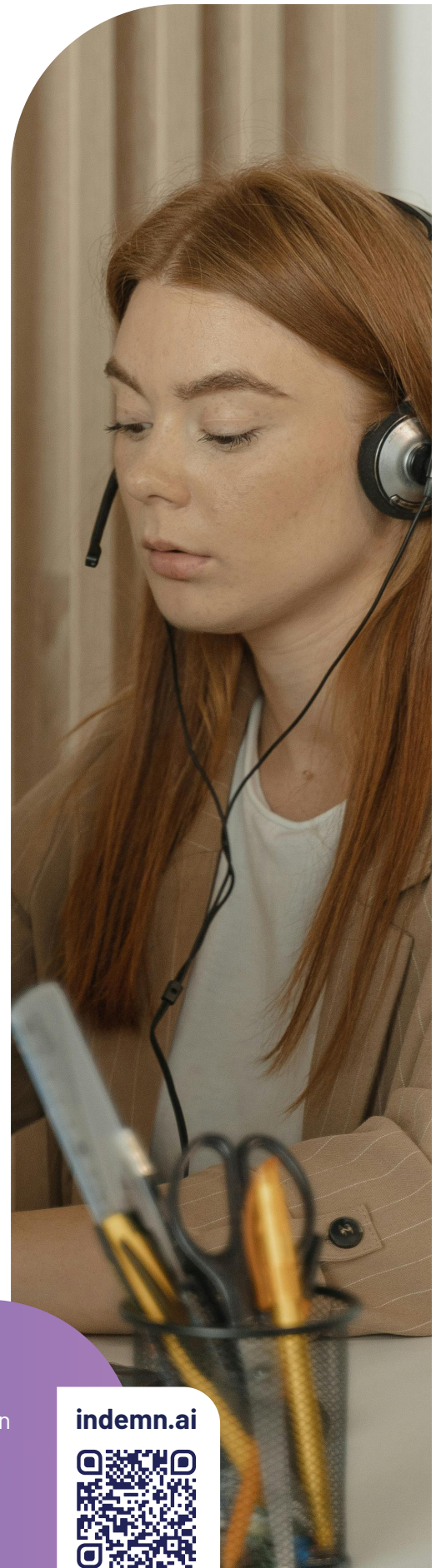
The Human-in-the-loop Differentiator: We treat AI as a collaborative tool. Our human-in-the-loop architecture actively enforces moment-by-moment integrity and NAIC AI Model Bulletin compliance. When ambiguous, the AI queues a response for human review, providing a transparent trail of decision-making.

INCONTROVERTIBLE MARKET VALIDATION

During its operation, our AI Associates successfully completed over 90% of policy sales transactions from quote to bind entirely without human intervention via our fully digital MGA, Eventuguard. This divestiture structurally de-risks our offering for institutional partners.

TECHNICAL VALIDATORS

- **Rapid Time-to-Value:**
Production-ready in ~60 days.
- **Insurance-Native Architecture:** Understands binding authority and surplus lines out of the box.
- **API-First Integration:** Integrates with AMS/PAS (Guidewire, Vertafore) without breaking stacks.
- **No-Code Control:** Strategy Studio empowers managers to update rules in days without IT.



Your Growth Partner in Insurance Distribution

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