

CUSTOMER RETENTION

CARE ASSOCIATE

Proactive Lapse Prevention



THE HIDDEN COST OF INEFFICIENCY

Valuable policies lapse unnecessarily simply because a payment issue was not flagged and resolved in time. Relying on manual follow-ups restricts your capacity to intervene, leading to avoidable policy cancellations that erode carrier profitability and lifetime value.

YOUR DIGITAL WORKFORCE

The Care Associate: Protect your book of business by moving beyond reactive servicing. Indemn empowers carriers to scale capacity by deploying the Care Associate to serve as a Proactive Lapse Prevention capability, ensuring no policy falls through the cracks due to administrative oversight.

AGENTIC BUSINESS RESULTS (ABR) DELIVERED

- **Continuous Monitoring:** Executes automated payment status monitoring across your entire portfolio.
- **Lapse Prevention:** Initiates proactive policyholder contact to quickly resolve billing and payment issues before cancellation.
- **Protected Revenue:** Maximizes Lifetime Value (LTV) by actively defending the baseline revenue of the carrier.



PROVEN ARCHITECTURE, ABSOLUTE CONTROL

COMPLIANCE BY DESIGN

The Human-in-the-loop Differentiator:

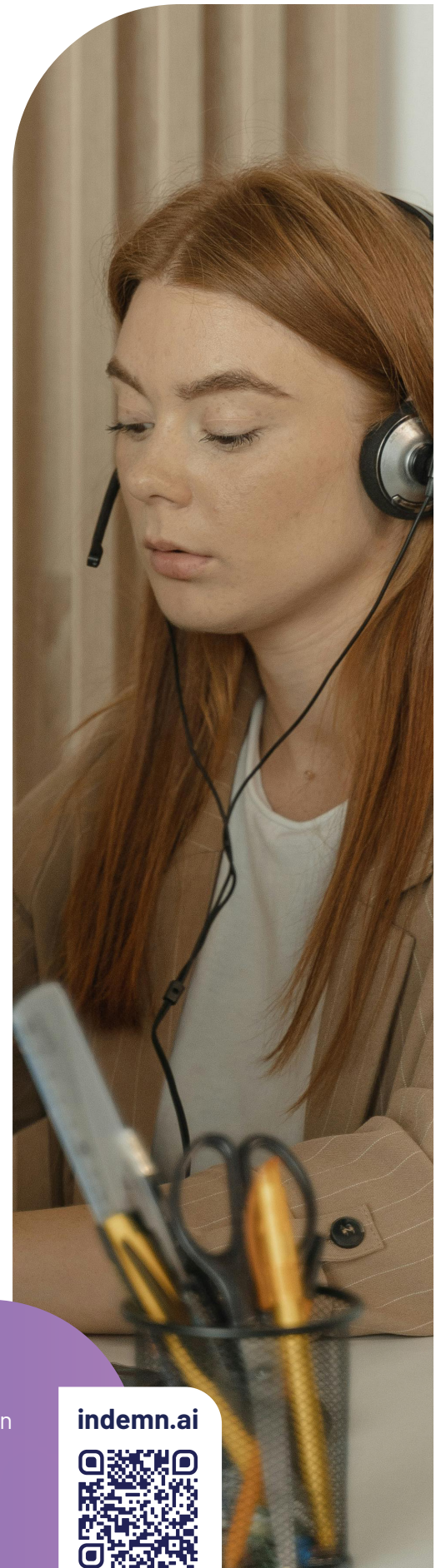
Our human-in-the-loop architecture actively enforces moment-by-moment integrity and NAIC AI Model Bulletin compliance. When ambiguous, the AI queues a response for human review, providing a transparent trail of decision-making.

INCONTROVERTIBLE MARKET VALIDATION

We approach the market with incontrovertible market validation: the successful creation, scaling, and sale of our fully digital MGA, Eventuguard, to Jeweler's Mutual Insurance. During its operation, our AI Associates successfully completed over 90% of policy sales transactions from quote to bind entirely without human intervention. 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 operations teams to update rules without IT support.



Your Growth Partner in Insurance Distribution

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