

CUSTOMER RETENTION

ORPHAN ASSOCIATE

# Secure Your House Accounts



## THE HIDDEN COST OF INEFFICIENCY

Direct-written business and unassigned “house accounts” often suffer from neglected service continuity. When these policyholders lack a dedicated agent proactively managing their renewals, they become highly susceptible to silent churn.

## YOUR DIGITAL WORKFORCE

**The Orphan Associate:** Indemn provides a digital workforce capable of delivering white-glove service at scale. Deploy the Orphan Associate to handle Direct & Orphan Book Management seamlessly, ensuring every policyholder feels valued regardless of broker assignment.

## AGENTIC BUSINESS RESULTS (ABR) DELIVERED

- **Continuous Service:** Drives automated renewal processing specifically tailored for “house accounts” or direct-written business.
- **Retention Secured:** Ensures customers receive proactive service continuity, preventing them from shopping their policy at renewal.
- **Operational Scale:** Manages high-volume, unassigned books of business without requiring additional carrier service headcount.



# PROVEN ARCHITECTURE, ABSOLUTE CONTROL

## COMPLIANCE BY DESIGN

### **The Human-in-the-loop Differentiator:**

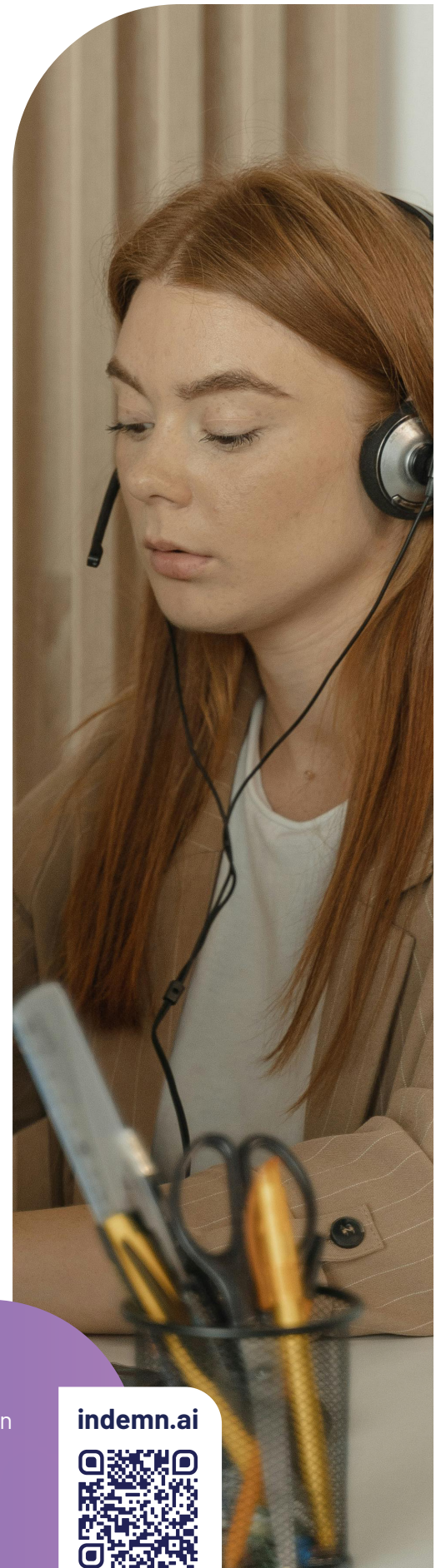
Our human-in-the-loop architecture actively enforces moment-by-moment integrity and NAIC AI Model Bulletin compliance. When ambiguous, the AI queues a response for human review, providing a transparent trail of decision-making.

## 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.



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