

CUSTOMER RETENTION

CARE ASSOCIATE

# Proactive Lapse Prevention



## THE HIDDEN COST OF INEFFICIENCY

Across a complex distribution network, overlooked overdue payments lead to unnecessary policy lapses. Relying on manual follow-ups restricts your capacity to intervene before cancellation, directly damaging your active book of business, straining broker relationships, and eroding long-term profitability.

## YOUR DIGITAL WORKFORCE

**The Care Associate:** Protect your portfolio by moving beyond reactive servicing. Indemn empowers distributors to scale capacity by deploying the Care Associate to act as your Growth Partner. This proactive lapse prevention capability ensures 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 distributed portfolio.
- **Lapse Prevention:** Initiates proactive policyholder contact on behalf of the distributor or broker to quickly resolve billing issues before cancellation.
- **Protected Revenue:** Maximizes Lifetime Value (LTV) by actively defending the baseline revenue of the organization and maintaining continuous coverage.



# PROVEN ARCHITECTURE, ABSOLUTE CONTROL

## COMPLIANCE BY DESIGN

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

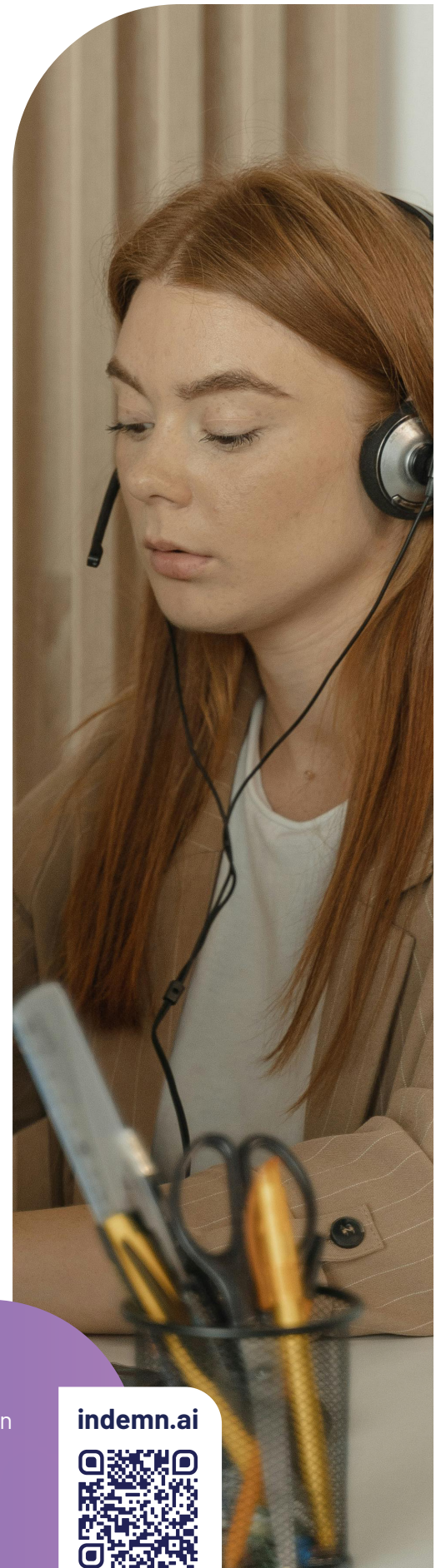
Our human-in-the-loop architecture actively enforces moment-by-moment integrity and NAIC AI Model Bulletin compliance. When ambiguous, the AI queues a response for human review, providing a transparent trail of decision-making.

## INCONTROVERTIBLE MARKET VALIDATION

We approach the market with incontrovertible market validation: the successful creation, scaling, and sale of our fully digital MGA, Eventuguard. 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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