

WORKFLOW EFFICIENCY

FRONT DESK ASSOCIATE

# Liberate Your Staff from the Noise



## THE HIDDEN COST OF INEFFICIENCY

Human staff are bogged down by administrative drudgery and high-volume noise. Highly paid producers are trapped doing administrative work, squeezing agency resources.

## YOUR DIGITAL WORKFORCE

**The Front Desk Associate:** Indemn provides an insurance-native digital workforce. We empower agencies to scale capacity and extend reach by deploying specialized AI Associates that work alongside human teams. The Front Desk Associate acts as your ultimate “Receptionist” function.

## AGENTIC BUSINESS RESULTS (ABR) DELIVERED

- **Inbound Triage:** Handles high-volume inbound inquiries, freeing up CSRs for complex advisory tasks.
- **Task Resolution:** Instantly resolves high-volume tasks such as COIs and billing.
- **Staff Retention:** Protects EBITDA and staff retention by elevating the work your human team performs.



# PROVEN ARCHITECTURE, ABSOLUTE CONTROL

## COMPLIANCE BY DESIGN

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

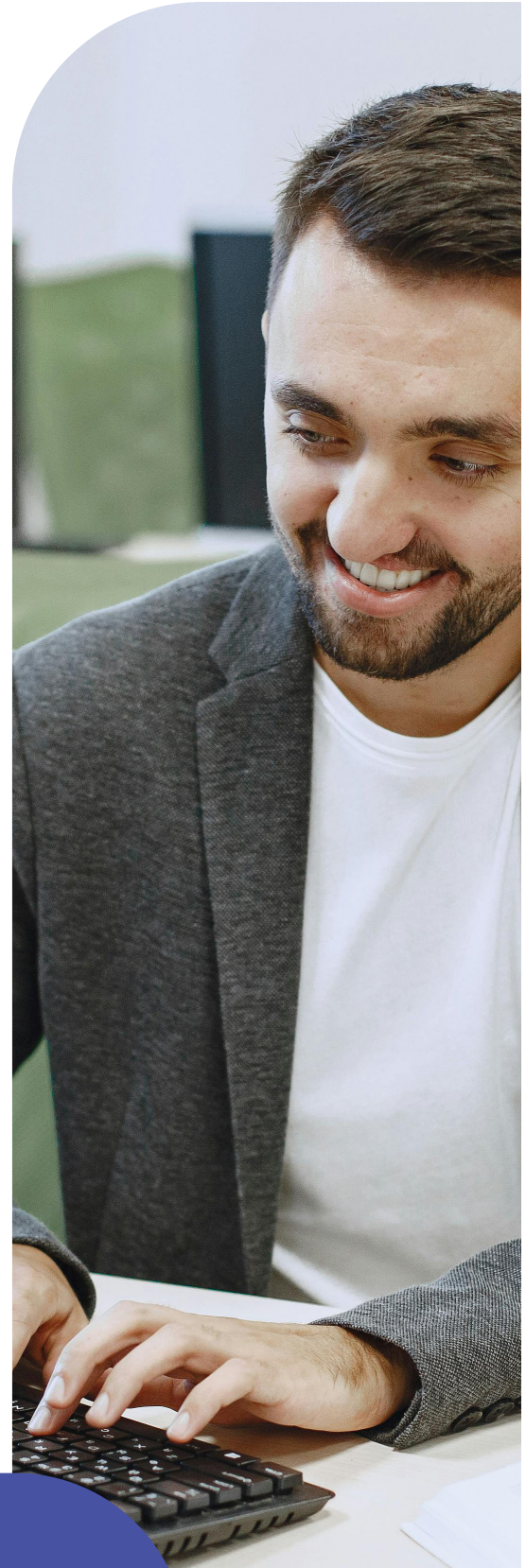
Our human-in-the-loop architecture actively enforces moment-by-moment integrity and NAIC AI Model Bulletin compliance. When ambiguous, the AI queues a response for human review, providing a transparent trail of decision-making.

## 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. Our AI Associates function reliably in highly regulated, live production environments.

## TECHNICAL VALIDATORS

- **Rapid Time-to-Value:** Production-ready in ~60 days.
- **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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