

WORKFLOW EFFICIENCY

TICKET ASSOCIATE

Deflect Internal Bottlenecks



THE HIDDEN COST OF INEFFICIENCY

Your agency's most expensive talent—IT staff and senior underwriting experts—are constantly interrupted by routine internal questions. This high-volume administrative noise prevents your agency from scaling effectively and slows down operational momentum.

YOUR DIGITAL WORKFORCE

The Ticket Associate: We build the Resolution Layer for the industry, moving beyond defensive “efficiency tools” to become a Growth Partner. Deploy the Ticket Associate to act as your internal Tier 1 Ticket Deflection capability, providing instant answers to your staff.

AGENTIC BUSINESS RESULTS (ABR) DELIVERED

- **Instant Deflection:** Resolves routine inquiries from staff without requiring IT or senior underwriting intervention.
- **Unblocked Workflows:** Keeps the agency moving by providing immediate, accurate answers to internal bottlenecks.
- **Maximized Talent:** Ensures human experts focus on judgment, relationships, and innovation rather than repetitive questions.



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 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

indemn.ai

