

Insurance Solutions

2024





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Our Vision

To become the trusted business partner of choice for strategy, operations, and technology services while being the best place our employees have ever worked.





Value Powered by Experience

A US based leadership team with decades of experience running strategy, operations and technology for top brands globally.





Data Stewardship & Certification

"These three separate security certifications demonstrate Zventus' commitment to the rigorous security standards to keep our clients' data protected at the highest level. Data security and client trust are fundamental to everything that we do."

— Angel Alban, President of Zventus



HITECH

Health Information Technology
for Economic & Clinical Health Act



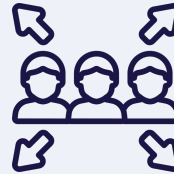
How We Help Our Clients



Grow
Revenues



Drive Cost
Efficiencies



Scale Operations
& Technology



Improve Strategy
& Execution

*“Our biggest impact is how **our teams** treat your business as their own, and **easily integrate** into your **workflow, brand, and culture**”*



What We Do

Strategy

Operations

Technology

Client managed staffing solutions

Zventus managed staffing solutions

Analytics

“Helping our clients deliver the outcomes that drive the most value.”



Onshore | Nearshore | Offshore



180

Countries Talent
Footprint

220

Languages Service
Delivery



Nearshore Insurance Services



HQ Los Angeles, CA

US Based Leadership

Insurance Experts

Top Talent

US Time Zones



MGA Solutions At-a-Glance



Consulting



Customer
Service



Claims



Data & Analytics

Telemarketing



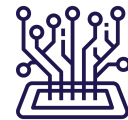
Product &
Underwriting



Medical
Bill Review

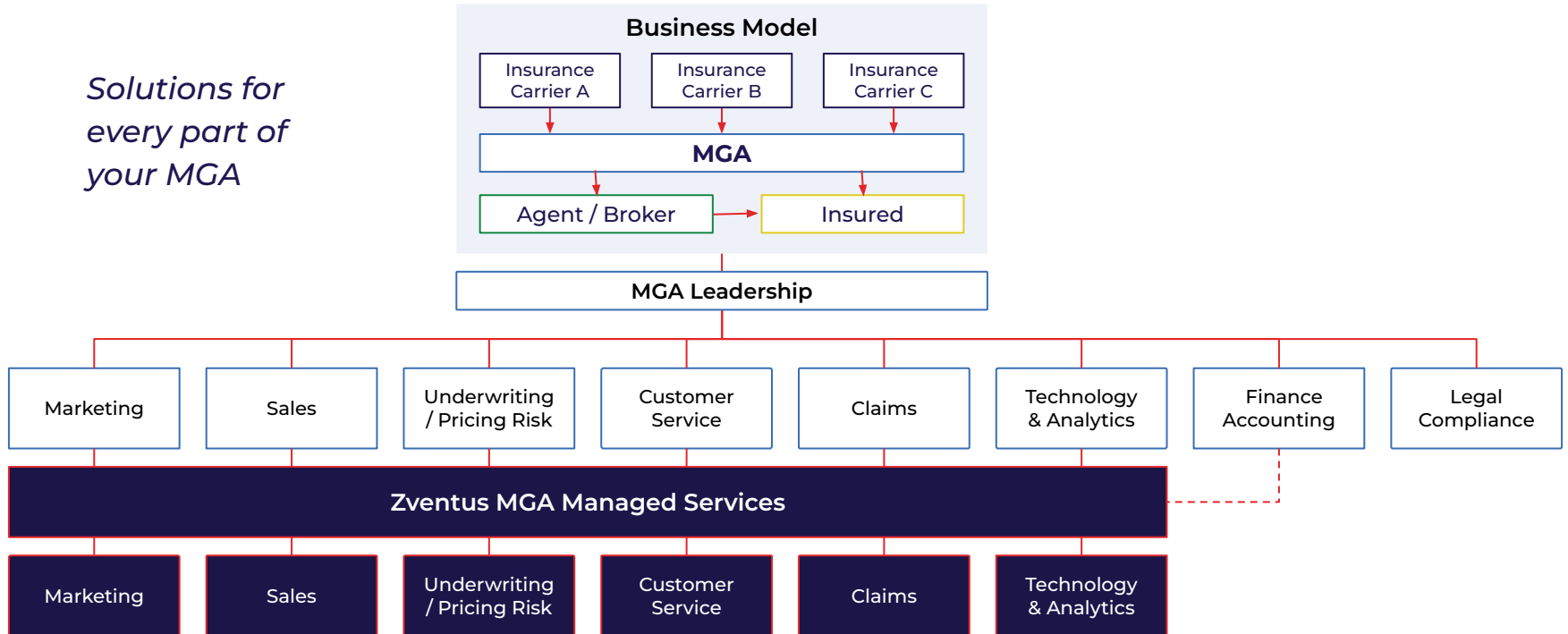


Technology



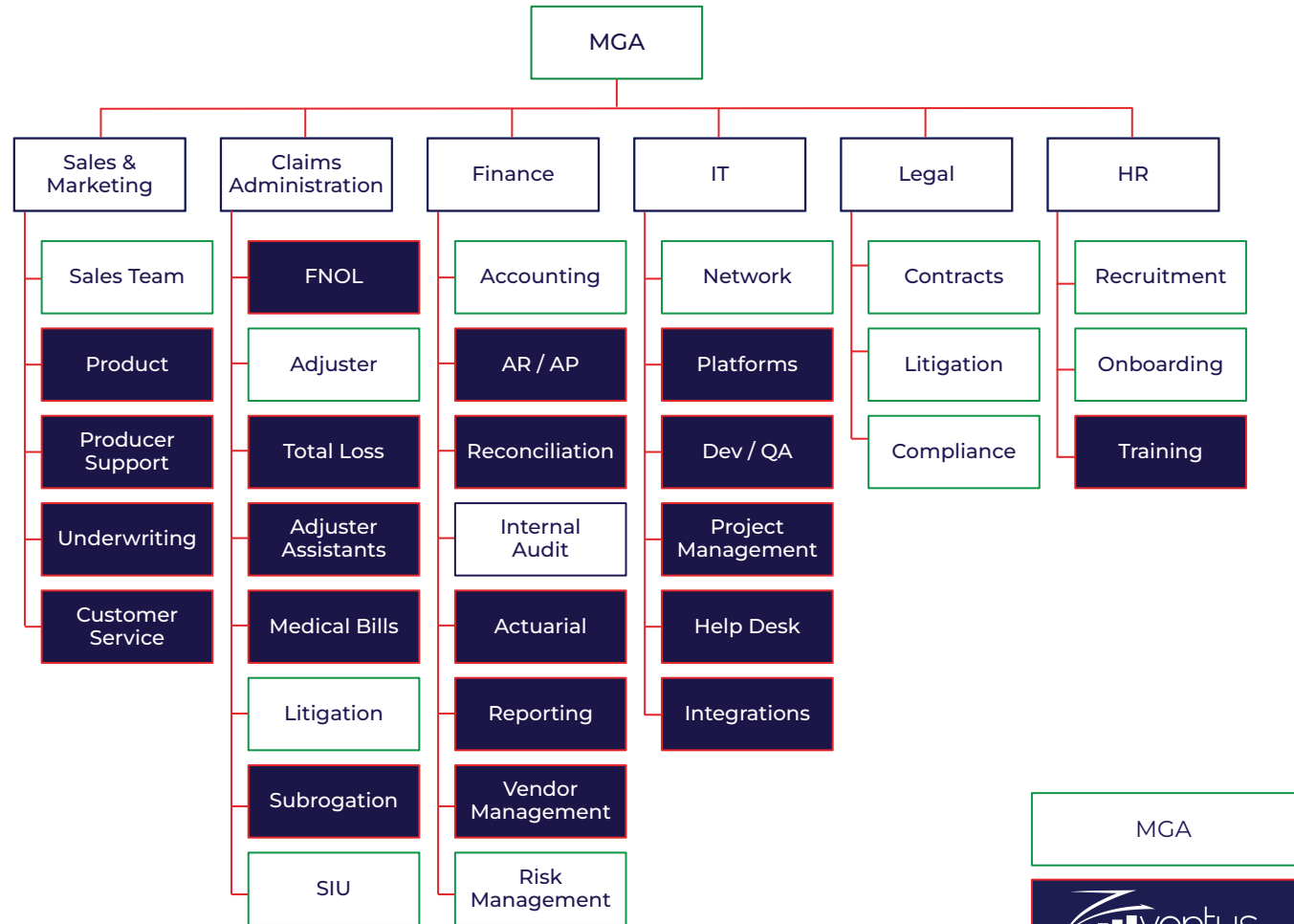
Customized MGA Turnkey Solutions

Solutions for every part of your MGA



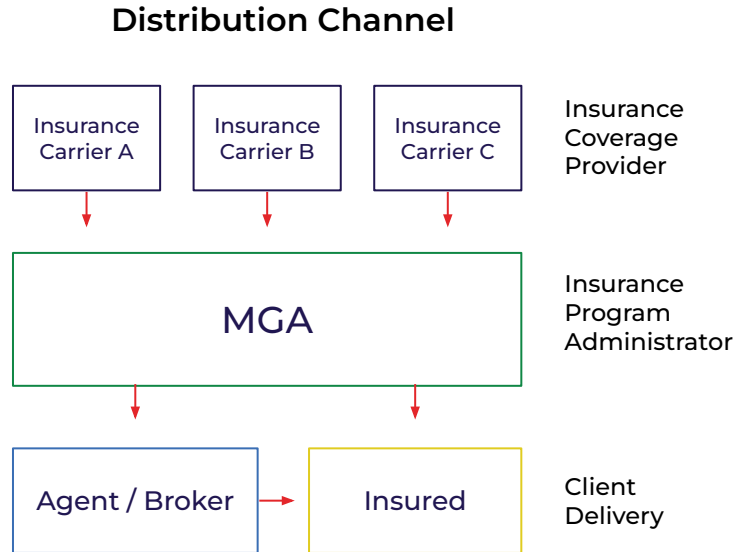
How we integrate into your MGA organization

Streamline costs
by up to 50%



Managing General Agency Expertise

- ✓ We know the business
- ✓ We know the risks
- ✓ We know how to scale





Managing General Agency Expertise

"We know the risks of growing an MGA"

People, process, technology and product:

- Failure to follow the carrier's underwriting guidelines as set forth in the agreement.
- Failure to attach appropriate policy language or endorsements required by the company.
- Violating licensing laws in any state where you conduct business.
- Allowing brokers to issue binders/endorsements/certificates of insurance in violation of the agreement.
- Failure to follow state or company cancellation guidelines or to follow other state or federal surplus lines laws.
- Failure to follow the agreement's binding directions.
- Failure to cancel as requested by insured or premium finance company.
- Improperly cancelling or non-renewing policy.



Angel Alban
Founder & President
Zventus, LLC



Managing General Agency Expertise



- Strategic Planning
- Management Consulting
- Digital Transformation
- Technology Roadmap Planning
- Project Management
- Process Improvement
- Process Improvement
- Executive Search
- Global Expansion
- US Latino Market Entry & Optimization
- M&A Services



Telemarketing



- Bilingual English/Spanish Services
- Sales Support (up to binding event)
- Existing Customers or New Leads
- Brokers & Agents Promotions
- Cross-selling & Leads Follow-up
- Translations
- Emails, Portals and Text Support



Customer Service



- Bilingual English/Spanish Services
- Insured, Brokers & Agents
- Status Calls & Routing
- Payments, Refunds, NSF's
- Translations
- Tech Support for Sales portals
- Emails, Portals & text support



Underwriting



- Bilingual English/Spanish Services
- Brokers & Agents Support
- Quotes Reviews & Support
- Endorsements & Cancellations
- Denial Letters
- Unlisted Household Member
- Rescission Reviews & Letters
- Write-offs



Claims Contact Center



- Bilingual English/Spanish Services
- FNOL intake (calls, online)
- Recorded Statements
- Translations
- Status Salls
- Call Screening & Routing



Claims Administration



- Bilingual English/Spanish Services
- Licensed Adjusters & Leadership
- Adjuster Assistants
- PIP Adjuster Assistants
- Litigation Adjuster Assistants
- Total Loss Processing
- Claims Process Audits
- Vendor Management
- Payments & Audits



Medical Bill Review



- 1st Party Bill Review
- 3rd Party Bill Review
- Medical Specials Data Entry
- Medical Specials Repricing
- Medical Provider Analytics
- Medical Bill Analytics
- EOB & BI Report Training
- Negotiation Training



Data & Analytics



- Pipeline Reporting Services
- Reports Design & Distribution
- Performance Reporting (KPIs, SLAs)
- Ad-hoc Reporting Support
- Business Analysis
- Reporting Process Improvement
- Data & Reports Reconciliation
- Tableau & Microsoft Power BI



- Architecture & Roadmaps
- Software Development
- API Development & Integration
- Cross-platform integration
- QA Testing
- Project Management
- Help Desk
- AWS Document Management

How To Get Started



Needs
Analysis



Proposal



Contract/
Close



Pilot



Scale/
Service
Delivery

<2 Weeks

- Discovery Meetings
- Define / Agree Scope
- Complimentary Proposal

Thank you

We're ready to help you on your journey. Let's talk!



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