



BUSINESS PROCESS OUTSOURCING

CAPABILITIES OVERVIEW

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To succeed in today's benefits environment, you must be able to effectively manage your current block of business as well as develop new opportunities. AmWINS Group Benefits (AGB) provides program management and back office administration for life and health carriers across a broad spectrum of products. We assist our customers through seven key functions:

1. Enrollment
2. Customer Service
3. Billing and Reconciliation
4. Claims Payment
5. Underwriting
6. Marketing Support
7. Financial Reporting

All of these functions allow our clients to realize greater profitability and a faster return on investment. Our goal is to be a benefits administrator who can provide a solution that functions as a cohesive, seamless answer to our carrier partner's challenges. Whether you need one administrative service or a fully integrated administrative program, we can assist.



COMPREHENSIVE AND PROVEN SERVICES

AmWINS Group Benefits services more than 20 carriers and manages over \$1 billion in premium. We know that it is time consuming and draining to juggle multiple relationships with various providers. AmWINS' BPO solution functions as a single point of success for your organization. Building custom solutions for carriers is what we do, and we quickly become an invaluable partner to the clients we serve.

Emerging industry demands are pressuring insurers to continue to cut cost ("right size") while improving business outcomes, such as profitability, revenue growth and underwriting quality. This requires a more strategic use of outsourcing.

PROVEN SUCCESS

National licensure: Approved and licensed to support business in all 50 states.

Advanced in-house technology: Our internal leadership team architects keep us relevant by constantly updating our proprietary technology built to accommodate change. Our system's focus is flexibility and customization and we can accommodate a number of plan designs and network options.

Administrative flexibility: Scalable, customizable system allows us to manage even the most complex benefit plan designs.

Client trust: Hundreds of employers and 20 carriers entrust their benefit plan administration to AmWINS Group Benefits.

ABOUT AmWINS GROUP BENEFITS

Owned by the largest distributor of specialty insurance in the U.S., AmWINS Group, Inc., places over \$8 billion in premium representing hundreds of carriers and more than 17,000 agencies.

IMPRESSIVE ADVANTAGES

When you work with AGB, you can expect:

- Reduced operations and administrative costs
- Reduced errors with improved accuracy, which leads to greater profitability
- Improved consistency and compliance
- Increased business growth and capacity without increased operational costs

BUSINESS PROCESS OUTSOURCING PROVIDES

- A single point of success for your life and health programs
- Enhanced processing speed, accuracy and consistency
- Administration that meets industry regulations
- Improved service to customers and marketers
- Advanced technology for integrated service, claims and reporting



AmWINS GROUP BENEFITS BY THE NUMBERS

OVER 300K MEMBERS SERVICED	PAY OUT OVER \$500 MILLION ANNUALLY
\$1.9B ELIGIBLE CHARGES RECEIVED ANNUALLY	3M CLAIMS PROCESSED ANNUALLY

WE HELP CARRIERS WORK AROUND LIMITATIONS AND TAKE PRIDE IN GETTING IT RIGHT.

Valued BPO Partners



Gerber Life Insurance Company



MONUMENTAL LIFE[®]
INSURANCE COMPANY



AXA EQUITABLE



TRANSAMERICA



Companion Life

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