

Delegate for Growth – Even In a Soft Market

The current soft market coupled with the economic recession has agents and brokers scrambling to find ways to streamline operations, give clients more face time and spend more time prospecting. Insurance companies have embraced outsourcing. However, agents and brokers have been more skeptical to do so. That is now changing.

A growing number of agency owners and managers are outsourcing back-office services such as policy checking, claims reporting, billing and loss summaries. Unlike insurance companies, they have not outsourced customer service functions, instead opting to farm out routine back office tasks so they can do more of what they do best: sell and service face-to-face.

Outsourcing often receives a bad rap. Some large corporations use it to cut entire departments. For agency managers, outsourcing is a way to raise productivity of existing employees and facilitate growth, particularly when experienced staff are hard to find or expensive to hire. Outsourcing, too, need not be a tool to replace employees who have important experience and skill sets, but as a means to maximize the impact of these employees.

ReSource Pro is an insurance processing specialist. We provide fast, reliable and accurate back office processing and analytical support and we are able to handle hundreds of specific tasks. Some examples of retail tasks delegated to us include:

P&C

Policy checking
Endorsement and audit processing
Rating
Proposals
Certificates
Order and review loss runs
Prepare loss summaries

Accounting

Agency and direct bill reconciliation
Bank reconciliations
Vendor payables
Account receivables

Benefits

Proposals
Data entry
Rating

The ReSource Pro model is very simple and easy to get started. We visit your office, observe your workflows, develop detailed operating procedures and set up a dedicated team in China, which works with you on a daily basis. By delegating routine tasks to our team, you employees can focus on activities that drive customer loyalty and value to the business.

Call us to find out if your agency can use the ReSource Pro services and you can get started quickly with our Risk Free Trial. Visit our website for more information: www.resourcepro.com or contact Donna Smith, Director of Business Development at: 708.987.7785 or 774.413.9780, or email her at: donna@resourcepro.com.

Top reasons you should work with ReSource Pro.

- Founded in 2003 and currently has 60 insurance clients, and 500 employees, including a number of Assurex Partners.
- Is managing over 1,000 tasks, in a customized way to match your way of performing tasks.
- Our operations in China have been certified as “**exceeding industry standards**” for compliance with established **E&O risk Management Practices**. (Audited in 11/08 by The Moberg Group – an independent 3rd party agency.)
- Testing center for AICPCU, offering ongoing insurance training for employees.
- Utilization of proprietary productivity tools to measure performance
- Sophisticated auditing methodologies
- No need to invest in new systems, or technology.
- Information never leaves the clients’ system. We connect remotely and only have access to permitted areas.
- Our employees are English-speaking college graduates that go through rigorous selection to join our team. Meet them at: <http://www.youtube.com/user/ReSourceProLLC>