



# BUSINESS PROCESS SERVICES

WE GIVE INSURERS THE FREEDOM  
TO FOCUS ON WHAT MATTERS MOST.

Seibels offers a full suite of **BUSINESS PROCESS SERVICES** to the P&C insurance industry, designed to help you adapt quickly to market changes, maximize opportunities, and improve efficiencies at a managed cost. By focusing on core business activities, carriers can grow their books of business, expand their geographic footprint, and find ways to reduce their overall expenditures.



POLICY SERVICES



CLAIMS SERVICES



FINANCIAL SERVICES



ACCOUNTING SERVICES



INFORMATION & TECHNOLOGY SERVICES





PROJECT OVERSIGHT & QUALITY ASSURANCE



DOCUMENT MANAGEMENT SERVICES



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# SEIBELS BUSINESS PROCESS SERVICES



## POLICY SERVICES

Our policy services provide carriers with efficient back-office support throughout all stages of the policy lifecycle---from policy processing, rating and underwriting to policy issuance and customer support. Our knowledgeable and experienced team members undergo rigorous training to ensure exceptional customer service is always extended to agents and policyholders on behalf of the client. Utilizing Guidewire CustomerEngage™, agents and underwriters can seamlessly rate, quote, bind, and issue policies.

**Policy Processing | Rating & Underwriting | Customer Service & Contact Center**



## FINANCIAL SERVICES

Our financial services enable you to offer payment plans and processes that work best for your customers. Automated premium processing solutions provide operational efficiencies that save you time and money.

**Flexible Billing Methods | Multiple Payment Plan Options | Lockbox, Credit Card, and ACH Payments  
Agency Commissions | Daily & Monthly Reconciliations & Reporting | Escheat & Form 1099 Services**



## ACCOUNTING SERVICES

Seibels has a foundation of over 100 years of direct carrier operating experience. Our comprehensive accounting, treasury, and reporting services give you peace of mind, knowing that your operations are in the best of hands.

**General Ledger | Accounts Payable Processing | Reinsurance Accounting | Account Reconciliations  
Daily Bank & Book Cash Balance Reporting | Consolidating Financial Statements  
Quarterly & Annual Statements & Related Filings | Positive Pay Process Management**



## DOCUMENT MANAGEMENT SERVICES

By leveraging a complementary suite of content management solutions, our clients improve business agility, enhance operations, and transform their customer experience. We utilize an imaged-based, automated remittance processing solution with a high capacity scanner and check processing software to elevate operations.

**Distribution | Storage | Print & Mail | Postal Sorting | Policy Forms**



## CLAIMS SERVICES

Seibels offers the insurance industry a full-service claims organization, Seibels Claims Solutions. Our claims services are designed to help risk managers simplify the claims handling experience, improve loss ratios and customer service levels, and decrease loss-adjusting expenses. We provide an end-to-end solution that covers the entire claim lifecycle. Our claims services are available on a bundled or unbundled basis.

**Contact Center & FNOL | Multi-Line Adjusting & Field Services | Catastrophe Management | Reinspection | Subrogation & Recovery | Litigation Management | Audit & Consulting**



## PROJECT OVERSIGHT & QUALITY ASSURANCE

Our project oversight & quality assurance services provide a solid foundation and structure to support all carrier operations and system implementations. Gain access to best-practices and achieve individualized oversight of your account with these services.

**Project Management Office (PMO) | Quality Assurance | Account Management**



## INFORMATION & TECHNOLOGY SERVICES

In order to provide the most comprehensive business process services in the marketplace, we invested in Guidewire technology. Clients gain access to world-class systems by partnering with Seibels. We utilize Guidewire InsurancePlatform™ to enhance our core operations, data and analytics, and digital engagement products.

**Cybersecurity | Technology: Core, Data, Digital | Additional Technology & Third Party Integrations**

### Core

Guidewire InsuranceSuite™: Guidewire PolicyCenter®, Guidewire BillingCenter®, Guidewire ClaimCenter®

### Data

Guidewire DataHub™ & InfoCenter, Live Analytics<sup>SM</sup>

### Digital

Guidewire CustomerEngage™, Guidewire ProducerEngage™

### Additional Technology

Smart Communications™, OnBase by Hyland



**WE OFFER OUR  
FULL SUITE OF BUSINESS PROCESS  
SERVICES TO CARRIERS  
IN ALL 50 STATES.**

## **SEIBELS BUSINESS PROCESS SERVICES**


**PEOPLE. PROCESS. TECHNOLOGY.**


**Guidewire Preferred BPS Provider**

*"Our partnership with Seibels allows us to integrate best-in-class services and technology in a flexible and scalable manner. The combination of their insurance experience, services, and systems makes Seibels an invaluable asset to our company. Seibels is a key component of Centauri's strategy to be the company of choice by our agency partners."*

Lora S. Rees, CPCU  
Executive Vice President and COO



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