



# CERTS CENTER

SIMPLIFY CERTIFICATE OF  
INSURANCE MANAGEMENT  
AND ISSUANCE

# CERTIFICATES OF INSURANCE ARE MORE THAN AN ENTRY-LEVEL TASK

Certificates of insurance are often perceived by agencies as a basic reflection of the policy, quick and easy to produce, and simple but repetitive. Many agencies even task them to entry-level staff to free up account managers and CSRs.

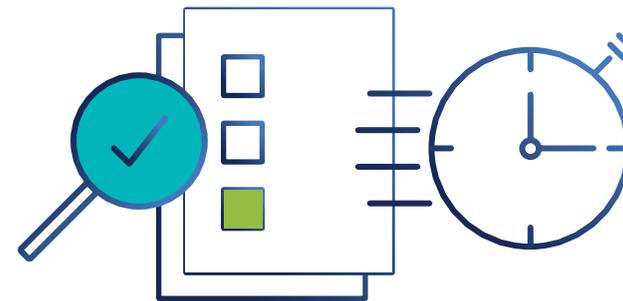
The truth is that certificates are not only complex, they're also a moment of truth for your insureds.

Without the right insurance knowledge, data and reporting, and connected systems, managing and issuing certificates can introduce E&O risk and inconsistent service levels to your agency.

## FULL-SERVICE CERTIFICATE OF INSURANCE EXPERIENCE

Certs Center helps alleviate the burden of certificate management and issuance on your agency by handling certificate requests and renewal projects on-demand throughout the day. With best-in-class accuracy and a 2-hour average turnaround time for rush requests, we help you drive high levels of customer service while minimizing E&O.

- White-label central certificate mailbox servicing
- Flexible model matches capacity to workload fluctuations
- Production-based model: pay per certificate or per renewal account
- 2 to 4-hour average turnaround time for standard on-demand certificates
- Service teams work during U.S. business hours without real-time surcharge



# HOW DOES CERTS CENTER ADDRESS THE CHALLENGE OF CERTIFICATES OF INSURANCE?

## ON-DEMAND AND RENEWAL ACCOUNTS

Our service teams triage and manage rush and non-rush certificate of insurance orders on-demand throughout the day and handle renewal projects, including updating master templates and holder information.

## CERTS CENTER TRACKER

Our proprietary, cloud-based certificate workflow management and tracking system follows insured and holder requests from receipt to successful issuance. We clearly outline referred requests for quality and transparency.

## SYSTEM AGNOSTIC

Certs Center uses your AMS or certificate issuance system—meaning no required changes, installations, or updates to existing architecture.

## SPECIALIZATION MODEL

Our dedicated certificate specialists ensure that a bench of well-trained staff, whose singular function is certificate issuance, are on-hand to jump in when volumes spike.

## STANDARDIZED PROCESSING

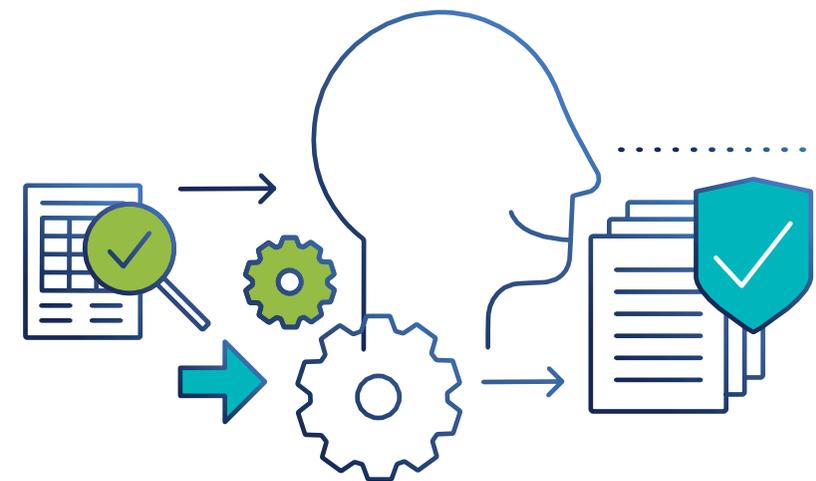
Standard description of operations wording reduces risk and streamlines issuance. Our team consistently adheres to documented rules and processes to create high quality outcomes through efficient and reliable delivery.

## QUESTION LOGS

Institutional knowledge is captured in a searchable reference guide to quickly provide our Certs Center team with answers to key processing questions, which reduces redundancy and facilitates rapid learning of your accounts. Our goal is to never ask the same question twice.

## CERTIFICATE-SPECIFIC TRAINING

Our professional talent development and certificate teams have leveraged deep institutional knowledge to create certificate-related content and simulations to meet the training needs of our specialized Certs Center team.



# LEARN ABOUT THE IMPACT OF OUR SOLUTIONS IMPROVED ACCOUNT MANAGER PRODUCTIVITY



## CHALLENGE

Certificate requests create frequent interruptions for account managers, causing productivity loss and missed deadlines.

## SOLUTION

Certs Center provides white label certificate management and issuance, handling requests throughout the day.

## IMPACT

Account managers can dedicate more time toward client facing, revenue generating activities that help grow the agency.

# TRY A NEW APPROACH TO CERTIFICATE MANAGEMENT AND ISSUANCE WITH CERTS CENTER



## RAPIDLY DELIVERED, ACCURATE CERTIFICATES

Our certificate-specific teams are available throughout your working day to ensure fast turnaround times for on-demand requests



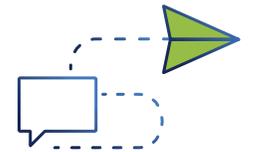
## SERVICE AND PROCESS INSIGHTS

Our proprietary, cloud-based task management and tracking system allows for unrivaled insight into your certificate management and issuance operations



## MINIMIZED E&O RISK

Our managed service offering and standardization process limits E&O risk, providing agencies with peace of mind



## MAXIMUM CAPACITY LIFT

We provide an end-to-end, turnkey solution, from request to successful issuance, even on the most complex accounts—without the need for request forms or triaging

## **ABOUT RESOURCE PRO:**

ReSource Pro is an insurance-focused business solutions company that integrates people, process, technology, and data analytics. Over 1,000 carriers, brokers, and MGAs rely on ReSource Pro to execute strategies that improve profitability, accelerate growth, deliver improved claim outcomes, and enhance client and employee experience. With more than 6,000 employees globally, ReSource Pro provides business process management, strategic advisory services, management and organic growth consulting, training, and compliance solutions around the clock. ReSource Pro has been listed as one of the Inc. 5000 Fastest Growing Private Companies annually since 2009 and has consistently achieved a +96% client retention rate for over a decade.

**[resourcepro.com/certs-center](https://resourcepro.com/certs-center)**