



INSURANCE OVERVIEW

In today's increasingly competitive market, insurers are looking for ways to differentiate themselves, achieve greater agility, and drive higher operational efficiencies – all to contain cost and grow revenue. Sutherland's insurance services help carriers expedite their time-to-market and deploy products and services across new channels and geographies even faster – allowing them to lower costs, reduce the frequency and severity of loss, and provide better customer service to new and existing policyholders.

Proven Capabilities Across the Entire Insurance Value Chain

Our industry-leading capabilities extend across the entire insurance value chain, helping insurers exceed in the following areas:

- Sales, marketing, and distribution
- New business, underwriting, and insurance
- Policy services and customer care
- Claims support
- Actuarial support
- Finance and accounting

Sutherland exceeds in helping our clients grow top-line revenue, while transforming processes to streamline back-office operations for underwriting and claims to reduce the costs of the overall business. With all of our clients, transformation is at our core as we help our clients reimagine and reinvent processes to optimize their entire value chain.

Insurance by the Numbers

Sutherland has been servicing the insurance industry for more than 13 years. Since building our practice we deliver on the following facts and figures:

2 Insurance Centers of Excellence in Chesapeake, VA and Kochi, India

3 Million Customers, Producers and other Intermediaries provided with World Class Service Annually

10 Million Transactions Processed Annually Across Underwriting, Claims, Customer Care and Policy Administration

4.4 Million Calls Annually

\$1.5 Billion Premium Serviced Annually

\$175 Million in Annual Premium Sales

50 States Serviced by Licensed P&C and Life Agents

1 % Top Ranking by Customer Relationship Metrics and Call Center Depot

13 Years Servicing the Insurance Industry

We continually focus to help our clients transform their businesses in growing top-line revenue and drive efficiencies across their operations. We have built two insurance centers of excellence in Chesapeake, VA and Cochin, India, with licensed agents in the United States. We operate in several locations across the globe with some of the highest Net Promoter and Customer Satisfaction scores in the industry.

Insurance Leadership

Our leadership team is comprised of individuals who served in executive roles at leading global insurers. Sutherland's insurance team brings unmatched expertise to drive your business forward. Since starting up 13 years ago, Sutherland has invested heavily in front- and back-office domain expertise and talent.

Product Experience

Sutherland has experience serving insurers in the property and casualty space, as well as life and health insurance.

LIFE & HEALTH		PROPERTY & CASUALTY	
		PERSONAL LINES	COMMERCIAL LINES
Accident Plans	Critical Illness	Homeowners	Surety
Short Term Disability	Prescription Drugs	Auto	Property
Long Term Disability	Major Medical Plans	RV	Worker's Compensation
Term Life/ Whole Life	Healthcare for Seniors	Marine	General Liability
Hospital Intensive Care	Medicare HMO	Collector Auto	Auto
Hospital Indemnity	Medicare Supplement	Flood	E&O
AD & D	Dental	Disaster Mortgage Protection	BOP
Cancer/ Specified Disease	Vision	Identity Theft Protection	
		Warranties	
		Motorcycle	

Now is the time to improve your operations and partner with a provider ready to support the future of your business.

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call **1-800-388-4557** ext. **6123**.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.