



www.wncinsuranceservices.com/broker-services/





Balances carrier and mutual client advocacy



Creates objectivity in evaluating prospective providers







Bridges client understanding of industry best practices

Founded in 1962, WNC is a leading underwriting agency in Property & Casualty insurance. Since 1981, WNC has specialized in providing insurance, insurance tracking and risk management programs to financial institutions. We are a member of the Tokio Marine Kiln (TMK) family, one of the largest carriers in the Lloyd's of London insurance market, rated A (Excellent) by AM Best for financial strength. Through our wholly owned Highland Insurance Solutions LLC, our Broker Services will select the provider that offers you the best combination of service, system, security, compliance, price, and performance guarantees.

Why WNC Broker Services

- Extensive knowledge of challenges in protecting loan collateral creates an efficient and effortless process of evaluating prospective solutions and providers.
- Deep underwriting expertise in lender-placed and voluntary insurance, and wide-ranging experience with affinity-based products bring skillful approach to selecting the most competitive providers.
- End-to-end project execution including contract discussions and post-implementation reviews leave no gaps between current and desired state.

For questions or more information

For questions or information on other WNC or Highland solutions, please contact your Highland Insurance Solutions representative today.

Is there dedicated client support & are they knowledgeable about your business model?

Expertise & Client Support

Service

Are there service gaps and how can they be filled?



meet established standards?



Performance Analytics

What critical service levels (SLAs) & key performance indicators (KPIs)

are measured, how do they compare to peer group, and is there accountability for performance?



Regulatory Compliance



How does regulatory compliance compare to peer group and are updates communicated timely and implemented promptly?

Is pricing significantly outside peer group benchmarking or is there reasonable deviation with the peer group?



Program Structure

Does program structure meet needs & expectations of management team, servicing team and Board, and does it meet or exceed peer group comparisons?

Systems & Operations

Do systems support the needs and how do they compare favorably to peer group?