



# INSURANCE TRACKING SERVICE



**Proven insurance tracking  
guarantees coverage for all  
tracked loans**

Manage your exposures, ensure compliance, and lower operating costs by freeing up resources for core functions ... at the same time. Tokio Marine Highland's Insurance Tracking Service finds your exposures, notifies your customers of insurance requirements, and performs time-consuming tasks of insurance document entry, telephone support, and report generation. Tokio Marine Highland is a Tokio Marine Kiln company, one of the largest carriers in the Lloyd's of London insurance market and rated A (Excellent) by AM Best for financial strength.



**Frees up resources for core functions,  
growth, and revenue generation**

## Main benefits

- Outsourced insurance tracking saves on operating costs by freeing up resources for core functions, growth, and revenue generation
- Assures compliance with federal (CFPB and mandatory flood), state, and local insurance regulations and requirements



**Backed by Lloyd's of London and  
carriers rated "A" Excellent by  
AM Best**

## Highlights

- Insurance information captured and stored in secure data management system
- Stored data includes images of insurance documents, customer notices, lender-placed coverage, claim records and call recordings
- Loan record updates with each new insurance information received, notification letter issued, or call handled

- If needed at end of customer notice cycle, place coverage at required amount
- Issue online premium billing statement monthly or as client prefers
- Monitor insurance compliance with insurance mail received, pre-expiration notices, etc.
- Update record in real time as insurance data is received online, by phone, fax, or mail

## Online utilities and additional services

- iClient® – access call recordings, view/download historical insurance information, lapse and deficiency notices, policy and claim records, imaged insurance documents and billing statements
- iaminsured.net™ – gives customers or agents choice of sending proof of insurance online
- Insurance Escrow Processing (with or without disbursements)
- Loss Drafts Administration



**Dedicated account services  
representative for service requests**

## Tracking cycle

- Load insurance data in system and find potential exposures per loan
- Send customer insurance notification letters compliant with regulatory standards on number and type of letters, wording, and timing intervals between letters

## For questions or more information

- For questions or information on other Tokio Marine Highland solutions, please call your TMH representative or visit us at [www.tokiomarinehighland.com](http://www.tokiomarinehighland.com)



**Strong data security and tested  
business continuity and  
pandemic response plans**