

# PROVIDING INSURANCE SOLUTIONS TO LENDERS AND **LOAN SERVICERS SINCE 1981**

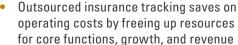
www.tokiomarinehighland.com





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 timeconsuming 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.





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



representative for service requests



Strong data security and tested business continuity and pandemic response plans

# **Highlights**

**Main benefits** 

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

## 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

- 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
- $iaminsured.net^{TM} gives customers or$ agents choice of sending proof of insurance
- Insurance Escrow Processing (with or with out disbursements)
- Loss Drafts Administration

## 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