

50 Years, 50 Reasons

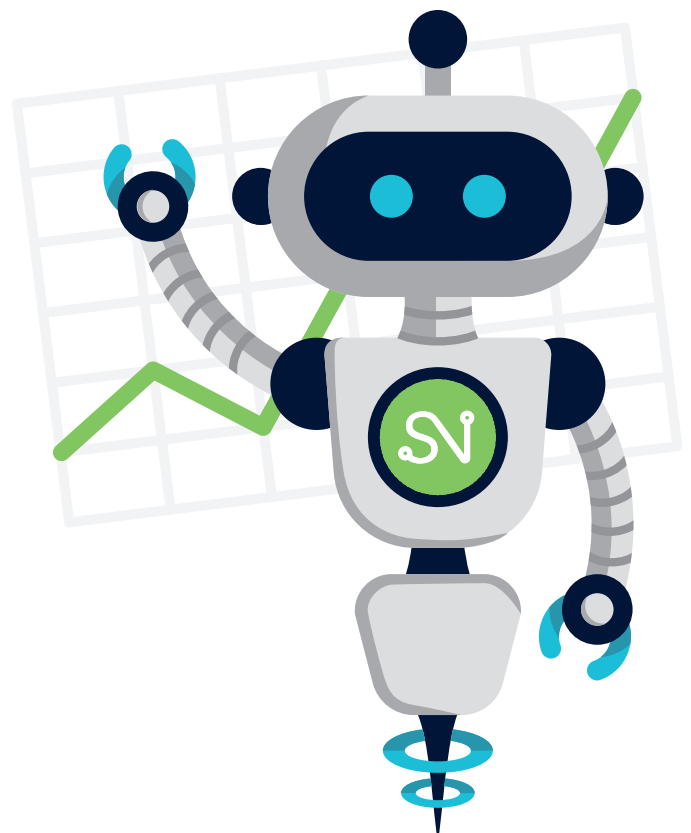


Lenders in the near-prime and subprime market often leave themselves unnecessarily exposed to the risk posed by uninsured borrowers. When it comes to mitigating that risk, the good news is that State National can lessen your exposure with custom, cost-effective solutions that cost you nothing — but can save you big.

As the experts for over 50 years, we have seen over and over again how different claim philosophies, technology capabilities, commitments to service, and focused expertise yield very different results for lenders.

Technology

1. Insurance tracking technology & innovation pioneer since 1973 – more than 50 years focused on insurance tracking and protection
2. WRAP (Web-Based Robotic Automated Processing) – AI and machine learning verification of coverage with insurance carriers, successfully finding insurance data on over 34%
3. Intelligent Document Processing (IDP) uses AI and machine learning to “read” and update borrower records
4. Custom created APIs facilitate additional automation and connectivity with client systems
5. Proactive fintech verification focus has resulted in 33% fewer notices sent to borrowers
6. Dedicated implementation team for technical expertise and a seamless transition
7. Exclusive VeriTrak system for more efficient outbound verifications



StateNational



Pioneers in collateral protection – founded by Terry, Lonnie, and Garry Ledbetter in 1973.

InsurTrak

- 8. InsurTrak** – Proprietary system custom-designed strictly for CPI and continually updated & enhanced
- 9.** Single sign-on, real-time source of truth for tracking, claims, and reporting
- 10.** View complete history for life of loan, every notice sent, all borrower interactions, and all staff remarks
- 11.** Listen to every call from borrowers right away, right in the system
- 12.** Your staff can quote accurate premium & refund amounts
- 13.** Fast, automated payment changes & refunds
- 14.** Several ACH options, with all ACH reports online
- 15.** On-demand management reports that can be sorted and printed



Claims

- 16.** Charge-offs reduced by 33% or more
- 17.** Our claims payments average 20% more than our competitors
- 18.** One simple online form – no paperwork for most claims
- 19. InstaClaim** – certain claim types processed and paid automatically in 10 seconds or less using AI and ACH
- 20.** For damaged repos, 5-day turnaround time from the day the claim is submitted
- 21.** No pick or choose – single submission processed for all applicable coverages
- 22.** CARS (Claims Advocacy & Recovery Services) integration within InsurTrak
- 23.** No documentation on repo claims and no waiting period for skip claims
- 24.** We pay both physical damage and premium deficiency on repos
- 25.** We pay retail value, not split book, on total losses – for larger settlements
- 26.** We provide premium deficiency, E&O, and waiver of ACV on totals, thefts, and skips – even if the borrower is found

StateNational

Underwriting

27. Programs designed specifically for the near-prime and subprime market
28. Unmatched program flexibility because we are the underwriter, including flexible cancellation, refund method, reimbursement, and waive options
29. Integrated and efficient – no middlemen
30. Only provider with annual and monthly certificate options explicitly approved by state departments of insurance

Legal & Compliance

31. CFPB SAFE
32. Indemnification in our contract
33. Most program transparency in the industry – what we know, you know, in real time
34. Continual “A” rating from AM Best since first eligible in 1992
35. Backed by Markel, a Fortune 500, \$50B company

Borrower Experience

36. Domestic in-house contact center certified as “Customer Service Center of Excellence” by BenchmarkPortal
37. **Glia** - seamless “much more than chat” Digital Customer Service for greater borrower satisfaction
38. Only provider with a true full-service, interactive texting offering, included at no charge
39. MyLoanInsurance.com borrower submission portal with your branding
40. Borrowers can view a dynamic timeline of all transactions plus videos tailored for their specific issue
41. Separate PO Box, 800#, and custom greeting for each lender
42. Honest one-call resolution and 97%+ CSat scores from callers
43. AI Voice Analytics with sentiment analysis results in higher borrower call quality



State National has unmatched program flexibility because we are the underwriter, including flexible cancellation, refund method, reimbursement, and waive options.

StateNational

Partnership



44. Devoted to ongoing advancements in portfolio protection – no tying, not distracted by other products in bundle, and no cost shifting
45. Our expert risk management consultants conduct detailed needs analysis and provide custom claims comparisons
46. Only provider with a dedicated service team – focus is on service to you, not selling additional products
47. Dedicated Client Executive assigned provides continual monitoring, regular program reviews, and personalized Annual Impact Report (IR)
48. Dedicated Account Reps for your institution – your staff's calls are always answered by someone who knows your staff and operations
49. We survey all clients annually for continuous improvement opportunities and client input into new program enhancements
50. NPS of +82 – more than double the insurance industry average and higher than USAA, Apple & American Express

To see how much time
and money we can
save you, contact
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