

PORTFOLIO PROTECTION PROGRAM ESSENTIALS

The Ultimate Checklist

StateNational

Lenders need a portfolio protection provider that can turn a complex portfolio tracking and protection program into something **easy, reliable,** and **technology-driven**.

Whether you're looking for your first partner or searching for a new one, this checklist will help you find the program right for you.

We've gathered ways the top providers set themselves apart and grouped them under the key questions to guide your decision-making process.

Is loan tracking and portfolio protection their core focus?

There are huge differences between a provider focused primarily on loan tracking and portfolio protection and those that treat it as a supplemental service. You can expect three major advantages partnering with one who is devoted fully to loan protection:

- 1 Better service. Focused providers can devote a level of service others simply aren't capable of.
- 2 Faster claims management. When portfolio tracking and protection is the primary goal, the people, systems, and processes are all aimed at managing those claims as quickly as possible.
- 3 Easy access to support. Providers who treat loan protection as a supplemental service typically rely on remote, third-party call centers to handle support. Focused providers rely on dedicated support. Here at State National we have one call center, focused on portfolio protection, and one single online system for managing all program information online, in real time, with no delay.



C H E C K L I S T

- 1 Years focused on loan tracking and portfolio protection
- 2 Both auto and mortgage expertise
- 3 Publicly traded
- 4 Shares Net Promoter Score
- 5 Fully integrated with no middlemen
- 6 Financially secure
- 7 "A"-rated insurance carrier
- 8 Network and information security
- 9 Full-business continuity plan

Are claims easy to submit and paid quickly?

Some providers require lenders to attach multiple documents when submitting a claim — stealing valuable time and energy in the process. What's more, any promises they make about paying in a certain amount of time typically only apply once all the paperwork is completed, not at the point of submission.

Here at State National, we're committed to exceptionally fast service. We pay five days from when the claim is *submitted*.

Instead of requiring lenders to follow up with check statuses and find out where they are in the process, we clearly show the status of a claim wherever it is in the process, ensuring nothing falls through the cracks.



C H E C K L I S T

- 10 One simple online form
- 11 CARS integration
- 12 No documentation on repo claims
- 13 Maximum 5-day turnaround
- 14 No limit on settlement authority
- 15 Single submissions for all claim coverages
- 16 ACV on totals, thefts, and skips
- 17 Offers retail value, not split-book
- 18 No quick issue required
- 19 No waiting period to submit skip claims
- 20 Direct access to skip tracer's site
- 21 No towing and storage limit

Is legal and compliance covered from every angle?

Getting the right information to the right people is a complex challenge.

That's why State National goes above and beyond to ensure co-borrowers receive the same communication as borrowers. Rather than sending notices to the financial institution's address, for example, we send them to both the borrower's and co-borrower's addresses — a simple, but effective measure that ensures notices are compliant with state law.

In addition to ensuring compliance with all current requirements, we also participate in NAIC meetings and actively engage with state regulatory bodies to identify and prepare for forthcoming legal changes well in advance.



C H E C K L I S T

- 22 Indemnification in contract
- 23 NAIC-compliant notices
- 24 Notices that include premium, payment increase, and refund amounts
- 25 Welcome Letter to reduce borrower impact
- 26 Cosigner notices
- 27 Impairment-specific notices
- 28 CFPB SAFE-compliant

Do they provide on-demand, real-time insights?

Top portfolio tracking and protection providers set themselves apart by solving the root cause of just about every problem lenders face: complexity.

Here at State National, we solve that problem with our powerful InsurTrak platform, hands down the most feature-packed tracking and reporting system available.

In addition to sophisticated tracking and visibility, InsurTrak also offers the ability to link loans and put you on an effective notification cycle.

InsurTrak gives lenders every resource they need to keep their loan protection program running smoothly, including accurate, up-to-the-minute information on borrowers' insurance, claims and reporting statuses, management reporting, and a comprehensive Knowledge Center with answers to common questions.



CHECKLIST

- 29 Systems designed specifically for portfolio tracking and protection
- 30 Lender can view every notice sent
- 31 Every borrower call easily accessible online with no waiting
- 32 On-demand management reports
- 33 Secure login
- 34 Notification when reports need viewing
- 35 Pre-populated forms based on login
- 36 Complete history for life of loan
- 37 Complete insurance history
- 38 Reports can be sorted and printed
- 39 Portfolio segmentation options
- 40 Account record has lender remarks field
- 41 Lender staff can quote premium
- 42 Lender staff can quote refund amount
- 43 Keyed data available in real time

Do they make accounting and billing easy?

Loan tracking and protection providers shouldn't shift the burden of accounting onto you.

At State National, we do all the underwriting ourselves. With all that paperwork already in our hands when an account is set up, we can process claims and make key decisions incredibly quickly.

We also integrate with core processors to automate changes in premium, including payment changes and refunds.



CHECKLIST

- 44 Several ACH options
- 45 Integration with core processing systems
- 46 ACH reports online
- 47 Fast, automated refunds

Do they have the IT infrastructure in place to keep you running smoothly?

You have enough systems to log into as it is.

Providers genuinely focused on their partners know the user experience is just as important as anything else. They also know what lenders want most from that experience: speed, ease, and security.

At State National, our partners access and manage everything, in real time, from a single secure system designed for speed and usability.



C H E C K L I S T

- 48 Sizable dedicated IT team
- 49 SSAE 18 (SOC1)
- 50 FoundSecure™ Intel Security Certification
- 51 Custom programming
- 52 Files created for all core systems
- 53 Formal development process
- 54 No data sent offshore

Do they actually deliver on service?

Service experiences can make or break a relationship. All too often, providers tout their “excellent customer service” while falling short in the areas their partners value most.

At State National, service is fundamental to our approach to loan protection. Every interaction is designed to be as fast, helpful, and proactive as possible.

When your borrowers call, they’ll get their questions answered by a trained, courteous representative, in the United States, who knows portfolio tracking and protection inside and out and has immediate access to the information the caller needs.



CHECKLIST

- 55 Sophisticated outbound verification process
- 56 Exceeds One Call Resolution Standards
- 57 Smart IVR available 24/7
- 58 Administers Borrower Satisfaction Surveys
- 59 Administers Implementation Satisfaction Surveys
- 60 Mail keyed before production process
- 61 All borrower interactions can be audited
- 62 Faxes updated within 2 hours
- 63 Automation simplifies verification process
- 64 Verbals accepted from agents
- 65 EDI pioneer
- 66 Branded MyLoanInsurance.com site
- 67 MyLoan dynamic timeline
- 68 Dedicated fax line
- 69 Personalized 800 numbers with branded greetings
- 70 Separate P.O. boxes for each client
- 71 Emails to borrowers
- 72 Impairment-specific micro-training videos

Is your program supported by Client Executives?

At State National, we set ourselves apart by taking service even further through our dedicated Client Executives. Think of this like your own loan protection concierge service.

Our Client Executives personally assist with anything and everything related to loan tracking and portfolio protection, including reporting, customer issues, claims, program advice, and more.

Simply put, if your current provider isn't providing this level of tight-knit support, you're not getting the best service available.



C H E C K L I S T

- 73** Regular program reviews
- 74** Continuously monitors your program
- 75** Seasoned team with years of experience
- 76** Relationship and portfolio protection experts
- 77** Ongoing training provided to you

Do they provide a dedicated internal account team?

Many providers don't give their partners access to an account team at all, let alone one who knows your program from top to bottom and every detail in between.

In addition to our Client Executives, lenders receive dedicated internal account teams to answer questions, shed light on program details, and provide a personal line of communication for any need.



C H E C K L I S T

- 78** Reviews all billing prior to sending
- 79** Offers support in addition to call center
- 80** Led by supervisors with 18 years average experience
- 81** Are knowledgeable about your program
- 82** Staff and operators you can call directly

Do they offer multiple, customizable program options?

Are you able to choose the level and type of protection you need for your specific situation?

The best providers don't try to shoehorn you into a one-size-fits-all program. Whether you want flexible portfolio protection paid monthly, collateral protection with extensive coverages, "Total Loss" protection that's securitization-friendly, or even industry leading mortgage tracking and protection services, look for an array of available options to choose from.

At State National, we work with you to help you select a program that fits your needs, rather than expecting you to change your processes to fit our program. And no matter which you choose, you can count on the advanced features of InsurTrak's best-in-class tracking and reporting system and a dedicated support team.



C H E C K L I S T

- 83** MAP – Monthly Auto Protection
- 84** ADD1 – Total Loss Protection
- 85** CPI – Collateral Protection Insurance
- 86** MPI – Mortgage Protection Insurance

Do they streamline processes with automation?

Automation saves time and energy, enabling you to focus on more important tasks.

Your loan protection provider should be leveraging automation wherever they can — and, even better, should continually develop and refine their own systems that specifically address program needs vs. trying to work around the limitations of existing third-party systems.

At State National, our automated workflow system is just one example of how we're using our proprietary technology to help everyone be more effective and efficient. If we can't find the best technology for the job, we create it ourselves.



C H E C K L I S T

- 87 **VeriTrak:** optimized outbound workflow automation
- 88 **EDI:** state-of-the-art systems integration
- 89 **WRAP:** Web-based Robotic Automated Processing using AI to log in and retrieve insurance information automatically
- 90 **InsurTrak:** real-time access to documents and on-demand portfolio performance reporting
- 91 **InstaClaim:** instant, automatic claims settlement for certain types of claims

Do they keep everything in-house, including underwriting?

Outsourcing anything to a third party introduces friction and risk where it doesn't need to be.

At State National, we not only do all our own underwriting in-house — we keep it a separate entity so our underwriters can look at each loss independently relative to the overall relationship.

If the program isn't paying out enough, we work with the account to look for claims or scenarios they might have missed to ensure they get the full advantage of the program.



C H E C K L I S T

- 92 Annual or monthly certificate options
- 93 No information sharing risk
- 94 Comp only coverage
- 95 Competitive borrower rate options
- 96 Flexible waive options
- 97 Various reimbursement options
- 98 Each program is underwritten separately

Do they provide useful program insights?

Portfolio protection requires thoughtful planning to ensure your program is built to anticipate risks while aligning closely with your needs.

At State National, our risk management consultants help you anticipate both the known and unknown — ensuring coverage is complete. You'll also get a complete needs analysis so you can be fully confident your specific goals are covered from step one.



C H E C K L I S T

- 99 Risk management consultants
- 100 Needs analysis
- 101 Provides Annual Impact Report

Proven Portfolio Protection

Stellar service for your borrowers. Fewer hassles for your employees. And greater protection for your portfolio. That's what State National can bring to your financial institution every day. As the industry leader, portfolio protection is our specialty. With a full range of programs including Monthly Auto Protection (MAP), Add1, and Claims Advocacy & Recovery Services (CARS) tailored to your needs, you'll minimize risk and maximize benefits.

Regardless of which insurance option you choose, you always receive:

Proven portfolio protection programs with little impact on your staff.

A fast and efficient process, thanks to advanced technologies like InsurTrak Online, our web-based, real-time tracking and management system.

Our solutions are built on advanced technology and customer support that minimizes the impact on your borrowers and your staff like no other provider. With over 45 years of experience, innovation, and commitment, State National is the proven leader in insurance tracking and risk mitigation. Companies turn to us for the industry's broadest protection for their auto and mortgage portfolios' bottom line.

ADD1 'Total Loss' Protection

Finance companies need solutions that protect their margins without changing the risk profile of non-prime borrowers. Add1 provides portfolio protection specifically for total loss. It's easy to administer, and includes insurance tracking, reporting, and customer service. Premiums are kept low and paid monthly, which benefits cash flow.

Monthly Auto Protection (MAP)

Unlike many other monthly payment plans, MAP brings you cost-effective protection without sacrificing the coverages you need and the service you want, including State National's proprietary online tracking and management tools.

Claims Advocacy & Recovery Services (CARS)

Boost your bottom line by mitigating portfolio losses associated with remarketing. It's a smart way to reduce internal expenses and free up more time. And it's provided at a reasonable cost in connection with any of State National's programs.

StateNational



Learn more and get the conversation
started online at statenational.com
or reach out by phone or fax:

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