

Program Administrators Association

12th ANNUAL TMPAA SUMMIT

Where Program Business Gets Done



Great Marketing Results

Aren't Pie In The Sky!





Vertibrands Serves Up Award-Winning Marketing to Leading Specialty Program Administrators

Stop by our booth for a takeaway or visit www.vertibrands.com.



VERTIBRANDSInsuring Marketing Success for MGAs



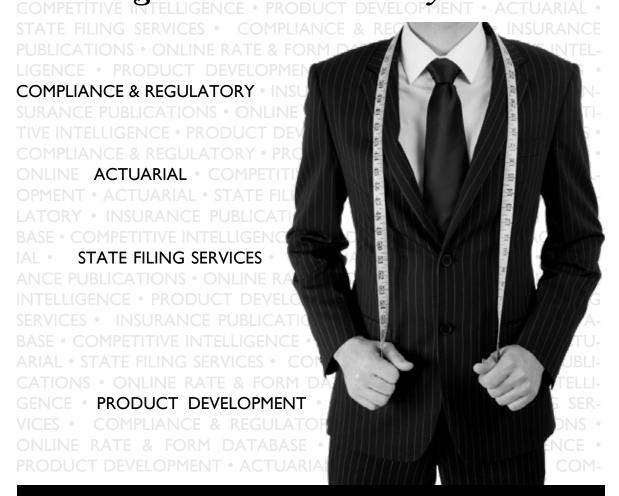
TABLE OF CONTENTS

ACTUARIAL SERVICES 2	TECHNOLOGY	27
Martin & Company 3	Advisen Ltd	28
Milliman, Inc4	Bill It Now	29
Perr & Knight 5	Counterpoint Software	30
-	Cover-All Technologies	31
OUTSOURCING, REMOTE STAFFING	Epic-Premier Insurance Solutions	
AND STAFF PLACEMENT 6	I-Engineering	33
CSC 7	Instec	34
Insurance Recruiting Specialists 8	Insure Learn	35
MIS Insurance Services9	Insure Zone	36
ReSource Pro10	NetRate Systems	37
	NxTech, Inc	
PREMIUM FINANCE11	RiskMeter Online	39
COST Financial Group12	Specialized Business Software	40
Imperial PFS13	Vertafore	41
	VRC Insurance Systems	42
PROGRAM BUSINESS SERVICES14		
Axiom Development15	THIRD PARTY CLAIMS AND CLA	IMS
International Insurance Consultants 16	ADJUSTING	43
Johnson Lambert LLP17	Carl Warren & Company	44
Mutual Boiler Re	Crawford & Company	45
Mystic Capital19	Empirical Loss Management	46
Oak Street Funding20	Engle Martin & Associates	47
Promotions Kartel21	Gallagher Bassett	48
Regional Reporting22	The Kingstree Group	49
Supportive Insurance Services23	North American Risk Services	50
Tysers24	Paradigm Management Services	51
Vertibrands25	Professional Claims Managers	52
Wilson Elser26	Raphael and Associates	53
	Sedgewick CMS	54
	Specialty Claims Management	55
Inside front cover:	TRISTAR Risk Management	56
Vertibrands Advertisement	VeriClaim Inc	57
Inside back cover: Oak Street Funding Advertisement	York Programs	58
	TMPAA NOTES	50
	TMPAA Vendor Partner List	
	with Trade Show Exhibitors indicated	d60

ACTUARIAL SERVICES



Tailored Programs
designed to custom fit your needs



800-896-8000

www.martincompanyus.com

info@martincompanyus.com



Look underneath.

Things are not always what they seem from the outside. We help clients see what is going on below the surface and really understand their business performance. Whether you need insight on product design, pricing, financial modeling or reserving, our cutting-edge approaches will help you get to the bottom of how things work.

Michael P. Blivess, FCAS, MAAA mike.blivess@milliman.com +1 610 975 8020 Derek A. Jones, FCAS, MAAA derek.jones@milliman.com +1 646 473 3416

Get new insights on your business at milliman.com.



It's Time To Get Your "Skin In The Game"

By taking on risk through a captive insurer, program administrators increase credibility with underwriters by showing a willingness to put "skin in the game", while simultaneously creating a vehicle to reduce program costs and capture underwriting profit.

But finding a truly independent consultant to assist in the formation and management of a captive can be unduly challenging since most captive advisors have broker or insurer ties. Program administrators need sophisticated advice while also managing to protect vital business relationships.

Perr&Knight is neither a broker nor an underwriter and poses no threat to a program administrator's core business. We have no hidden fees, commissions or agendas. As an actuarial firm, Perr&Knight understands insurance and can help program administrators determine optimal levels of risk to be retained in their captive. Meanwhile,

Perr&Knight's alternative risk team is independent, experienced and offers a wide spectrum of captive structures and domicile choices. Perr&Knight's unique bundling of actuarial and captive management services allows for reduced captive operational cost, improved communications, greater operational efficiencies and seamless overall services.

ABOUT US

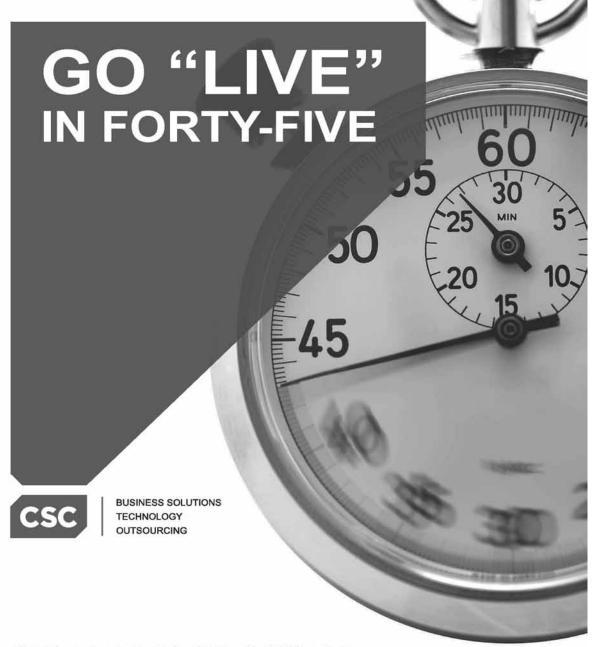
Perr&Knight is a leading provider of insurance support services and a strategic resource that companies utilize to reduce their fixed costs while increasing the efficiency and value of their insurance operations. Perr&Knight's insurance support services include Actuarial Consulting, Competitive Intelligence, Data Services, Insurance Technology, Regulatory Compliance and Risk Services.

CONTACT US

PHONE: 201.963.1550 x2101 E-MAIL: sales@perrknight.com WEB: PerrKnight.com/Risk



OUTSOURCING REMOTE STAFFING AND STAFF PLACEMENT



Speed up your program business with CSC's proven business process services:

- Launch a 50-state workers' comp program in 45 business days.
- · Introduce a new CPP program in less than 12 months.
- · Assume 80,000 property policies in 90 days.

Watch your business results improve with CSC.

CSC.COM/PCBPO



We Provide All Levels of Insurance Professionals

Direct Hire
Temporary-to-Hire
Temporary



The Best IRS. com



BACK OFFICE SOLUTIONS FOR FRONT OFFICE RESULTS



STREAMLINE YOUR OPERATION

Freeing you to do what you do best.

ABOUT OUR POLICY ENGINE

We process and log all transactions so you can focus on your business instead of processing policies.

- Complete Policy Administration
 - · Rating / Quoting / Binding
 - Endorsements
 - Cancellations / Non-Renewals
 - Reinstatements
- Final Audit Execution and Policy Life Cycle Tracking

ABOUT MIS SERVICES

MIS is an insurance services company that offers "Back Office Solutions" to Carriers, Program Administrators, Captives Managers and Managing General Agents. As a leader in the Business Process Outsourcing Field, our quality systems, professionally trained staff and experience in compliance and policy reporting is second to none.

MIS INSURANCE SERVICES, LLC

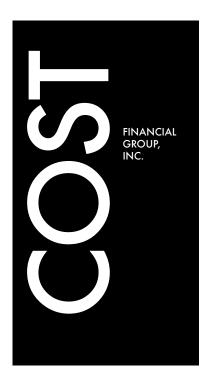
158 Lookout Place, Suite 201 Maitland, Fl 32751 407.740.5508 info@misinservices.com



We do. With a focus on insurance and expertise in over 1000 back office tasks, we're able to deliver powerful processes with extraordinary efficiency. Let us handle your processing, while you work on all the possibilities.



PREMIUM FINANCE



Not Owning Your Own Premium Finance Subsidiary Is Like Throwing Money Out The Window!

Now more than ever, it is imperative to maximize income from every aspect of your organization.

The COST System enables you to earn ALL of the profit from premium financing without additional staffing or overhead! You control the finance process, improve customer service, and add to your bottom line while COST does all the work!



Stop by our booth at the Target Markets Annual Summit in Scottsdale for a Special Offer!

A Comparison for each \$1 million in Financing You Arrange:

Current PFC Pays You	Your Income	The COST Program
1/2%	\$5,000	\$30-40,000
1%	\$10,000	\$30-40,000
2%	\$20,000	\$30-40,000
% You Add to the Buy Rate	Your Income	The COST Program
% You Add to the Buy Rate	Your Income \$4,200	The COST Program \$30-40,000
,		



Excellence & Innovation
Since 1989

784 Wall Street, Suite 110 · O'Fallon, IL 62269 · 800-844-2678 www.costfinancial.com



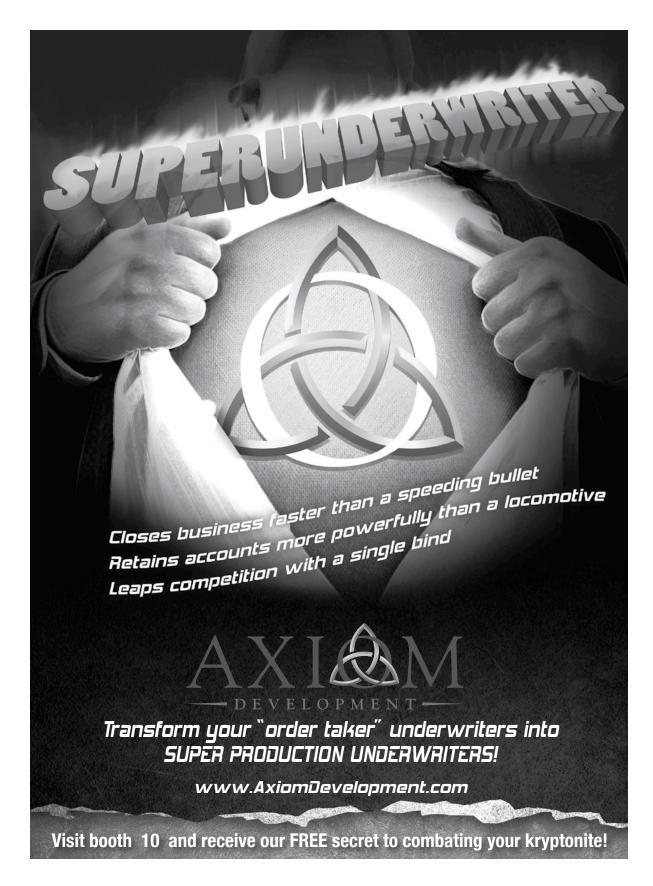


THE NATURAL CHOICE.

ipfs.com marketing@ipfs.com 800-638-1923



PROGRAM BUSINESS SERVICES

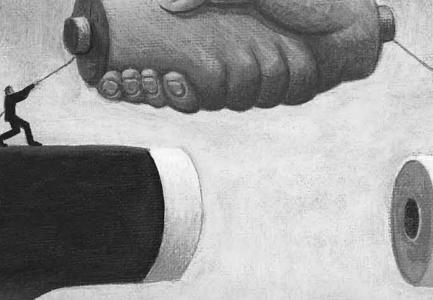


INTERNATIONAL

Insurance Consultants, Inc.



Constructing or Complementing High Performance Teams





Glenn Wootton

Ray Crowley

954-421-0122

www.iicuri.com



JOHNSON LAMBERT IS NORTH AMERICA'S LARGEST INSURANCE-FOCUSED AUDIT FIRM.

Since Johnson Lambert LLP's inception in 1986, we have focused on distinct industry niches where we can distinguish ourselves as possessing an unparalleled depth of technical expertise and experience specifically relevant to our clients' needs.

SOC services (formerly SAS 70 and Web Trust)

Financial statement audits (for MGAs, TPAs, Insurance Companies, Captives, Benefit Plans, etc.)

Internal Audit Services

Due Diligence for Insurance Acquisitions Tax Services



For more information contact:

or

Marc Smith, CPA
Partner
(732) 383-4315
msmith@johnsonlambert.com

Andrew Pinnero, CISA
Principal
(732) 383-4361
apinnero@johnsonlambert.com

WWW.JOHNSONLAMBERT.COM

Florida • Georgia • Illinois • New Jersey • North Carolina • South Carolina • Vermont • Virginia



Above & Beyond

Understanding your needs

Delivering on our promises

Listening more intently

Working more collaboratively

That's just the way we do business at Mutual Boiler Re.

Setting the standard in **Equipment Breakdown Coverage**, we partner with premier insurance companies across the country, providing high performance products, innovative services and advanced loss prevention engineering that allows them to provide superior coverage in Equipment Breakdown Insurance.

Please also ask us about our **Equipment Breakdown** enhancements for your Farm and Homeowners Insurance.

Visit mutualboilerre.com or www.fmglobal.com
Toll free: (1)800 814 4458

Mutual Boiler Re^{ss}

Member of the FM Global Group



SOUND ADVICE. SOUND RESULTS.







ACCORDING TO SNL FINANCIAL, MYSTIC CAPITAL ADVISORS GROUP, LLC,
CONSISTENTLY RANKS AMONG THE TOP FINANCIAL ADVISORS
TO THE INSURANCE INDUSTRY.

SPECIALISTS IN:

MERGER & ACQUISITION ADVISORY FOR BUYERS & SELLERS, DUE DILIGENCE, BUSINESS VALUATIONS, PERPETUATION PLANNING & BENCHMARKING TO THE INSURANCE INDUSTRY.

TO FIND OUT MORE ABOUT OUR SERVICES,
PLEASE CONTACT OUR NEW YORK OFFICE: 212,251,0972



MYSTIC CAPITAL ADVISORS GROUP, LLC

NEW YORK

CHARLOTTE

DALLAS

MYSTICCAPITAL.COM



1-866-OAK FUND | oakstreetfunding.com/YourCourse



Loans and lines of credit subject to approval. California residents: Loans made pursuant to a Department of Corporations California Finance Lenders License. Potential borrowers are responsible for their own due diligence on acquisitions.

Promotions Kartel, LLC

everything you need to promote your business, fund raiser or event

Apparel

Jewelry

Blankets

Poker Chips

USB Flash Drives







Hats

Key Chains

Bags and Cases

Pens

Golf Accessories

Blankets

Awards

Cameras MP3 Players

Candy

Watches

Calendars

Blue Tooth Ear Piece

Specializing In...

Fund Raisers

- Gifts
- Trade Show Give-a-Ways
- Apparel Programs



www.promokartel.com giannk@promokartel.com

n. 703.444.9100

f. 703.444.9120

Our clients call us all kinds of names

Innovative. Reliable. Responsive.

And the list goes on. With over 40 years of experience, Regional Reporting is your source for risk control, safety, fire investigation, and premium audit services, in all 50 states and internationally.

Find out why more and more companies call on Regional Reporting to get the job done right.

To learn how we can help you, contact: Robert Tefft, CSP 860-595-7400 rtefft@regionalreporting.com

- Technical Services
 - Industrial Hygiene
 - Ergonomic Evaluations
 - o DOT Audits
 - Fire & Forensic Investigations
 - Construction Wrap-Ups
 - Training
 - Marine Risk Control Services and Casualty Investigations
- Underwriting Risk Evaluations
- Risk Consulting
- Dedicated Staffing Solutions
- Small Business Surveys
- Homeowner Reports
- Premium Audits



www.regionalreporting.com

New York City | Hartford | Philadelphia | Atlanta | Pittsburgh | Chicago | Dallas | Los Angeles

Supportive Insurance Services

Licensing EXPERTS saving you TIME & MONEY



LICENSING

REGISTRATIONS

CONSULTING

WEB MARKETING

Are you suffering from the headaches of licensing?

Supportive Insurance Services works with agents, agencies, adjusters, surplus lines brokers and insurance companies to obtain and maintain licenses.

Due to ever changing state and federal regulations, licensing can be a very tedious and time consuming task. Staying abreast of these changes and ensuring compliance with each state's requirements can be a real headache.



We can take this time-consuming, resource-eating job off your hands...and we can do it less expensively than you may think.

Contact Supportive Insurance Services for the relief you need!



Supportive Insurance Services

2735 Washington Ave • Vincennes, IN 47591

Phone: 317.257.5734 (Sales)

812.886.0191 (Customer Support)

Fax: 812.886.0197

Email: jabrinkmann@SupportiveIS.com

www.SupportivelS.com

Reader Service Card No. 760

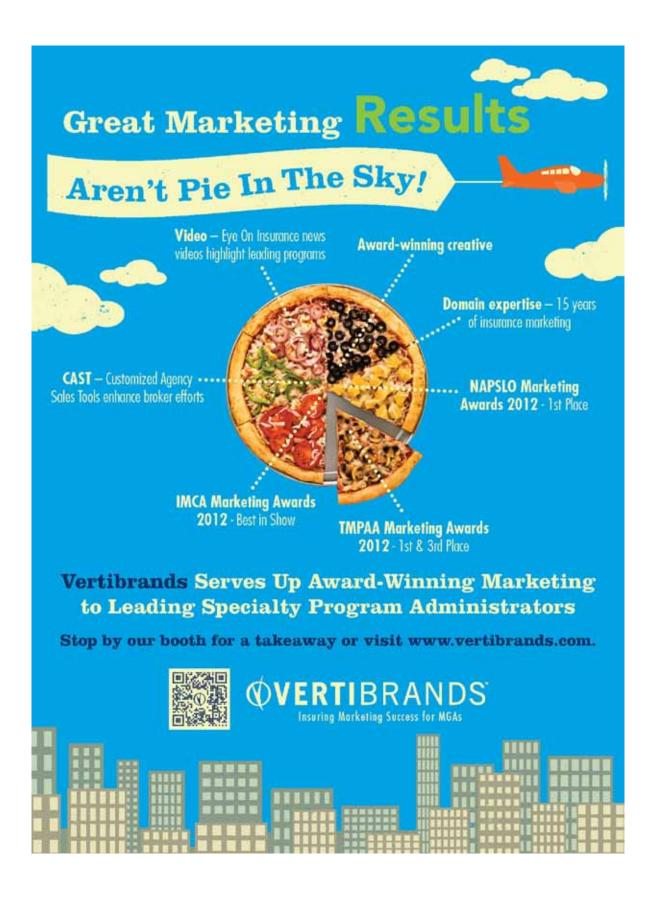


Opening up the London Market

If you would like to meet any of our delegates at the TMPAA Annual Summit Meeting, please contact Richard Hodge Cell: +44 (0)7971 501 732 Email: richard.hodge@tysers.com

International Insurance and Reinsurance Brokers

Reputation, professionalism and experience



Wilson Elser

salutes



Program Administrators Association

and the

12th Annual TMPAA Summit

October 29-31, 2012



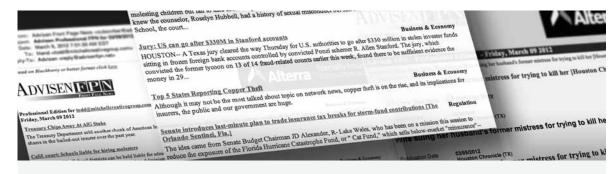
150 East 42nd Street, New York, NY 10017-5639 p 212.490.3000 f 212.490.3038

Albany · Baltimore · Boston · Chicago · Connecticut · Dallas · Houston · Las Vegas · London · Long Island · Los Angeles

Miami · New Jersey · New York · Orlando · Philadelphia · San Diego · San Francisco · Virginia · Washington DC · White Plains

Affiliates: Berlin · Cologne · Frankfurt · Mexico City · Munich · Paris

TECHNOLOGY





Now Seven Different Editions Available!

Advisen's Editors now produce SEVEN unique versions of our Front Page News (FPN) email. Cyber FPN is our newest, and it's free! We also have Europe, Healthcare, Property, Environmental, and Management Liability, and our original P&C version.

FPN North America Digest and Professional / Daily at 7am New York time
FPN Europe / Daily at 7am London time
FPN Healthcare / Daily at 7am New York time
FPN Environmental / Daily at 7am New York time
FPN Property / Weekly on Wednesdays at 7am New York time
FPN Management Liability / Tuesdays and Fridays at 7am New York time
FPN Cyber Liability / Mondays and Thursdays at 7am New York time

SUBSCRIBE TO FPN

http://corner.advisen.com/news.html







Providing Billing Technology Service Solutions

Types of Billing

- Direct Bill
- Agency Bill
- Monthly Reporting
- Pav As You Go

Features and Benefits

- Brand Site and Invoices To Your Company
- Add ACH & Credit Card Capability
- Eliminate Commission Reconciliation
- Offer Installments
- Reduce Overhead
- Multiple Policies on Single Invoice
- Fully Customizable Installment Schedules

Company Overview and Demo

Bill It Now offers billing solutions for Insurance Carriers, MGA's, Program Administrators, and Captives. We are a third party billing administrator that is invisible to the insured, customizing everything from our website to all statements to match your company's branding. We support all aspects of your organization's billing needs.

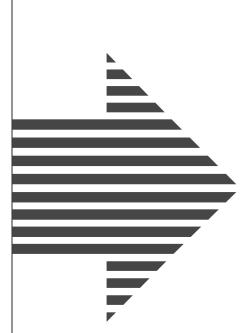
We provide the technology, website, system updates, staffing, customer support, reconciliation, secure lockbox, bank accounts, etc. We have 8 years of experience in handling billing solutions for many different types of programs.

We function as an application linked to your current website. This will enable your company to accept credit card and ACH payments and allow the Carrier, broker or the insured to see the details of each policy.

This is a link to a 2 minute video that explains our services for you http://www.youtube.com/watch?v=z-JcEoQfNdQ&feature=youtu.be



Contact Chris Smith at chriss@billitnow.com or 203-623-3045 for a free demo or Visit us at www.billitnow.com



YOU'RE LOOKING TO AUTOMATE YOUR WORKFLOW.

You want to offer online quote, bind and policy issuance for multiple lines with multiple carriers.

You want global access to your systems, with web-based document management and reporting.

You want a proven MGA management system with a technology partner you can trust.

LET'S GET TO THE POINT.

Counterpoint Software created the first MGA management system in 1997. Today, we manage many TMPAA members' programs including Target Programs' distribution site. We understand the insurance process and make it easy for brokers and buyers alike.

Why pay for a learning curve?

Counterpoint gets you to the automation point for far less than any of our retrofitted "carrier" and "retail agency" system competitors.

Be sure to ask about our market-leading E&O platform!







YOU'RE COVERED

Ensuring Program Success with nearly \$3 billion in premium flowing through the Cover-All platform every year.

No other insurer offers exactly what you do in the same way. Your technology partners should be just as unique.

Cover-All offers a family of core insurance products offered stand-alone or as an end-to-end suite including:

Policy Claims Business Intelligence Billing

Proudly Cover-All

"Our team's response to the products has been very positive. Very complex lines of business have been dramatically simplified by the user interface. Robust automation and workflow have streamlined our underwriting process."

-Jeff Bemis, Secura CIO

Cover-All Enables Program Carriers to:

- Distribute products through multiple channels, and to different program administrators.
- Differentiate rating, forms, workflows, and underwriting guidelines by program.
- Remotely audit program performance.
- Create and implement new programs quickly.
- Consolidate statutory and management reporting for all programs or by individual program.
- Streamline communication with agents.
- Seamlessly integrate with corporate systems and third party services.

STOP BY

TO MEET OUR EXPERTS

AT THE

COVER-ALL BOOTH

www.cover-all.com





Solutions for the Insurance Enterprise

Innovative Software Professional Services World-Class Customer Support



let's talk.

Let's continue the conversation.

888.999.7736 epic-premier.com





FIND YOUR **WAY** TO SUCCESS WITH SOLUTIONS BY I-ENGINEERING!





Powerful Policy Lifecycle Management for 30 years and counting: industry innovations, satisfied clients and profitable bottom lines.





Reduce Losses ...Let's face it; better loss ratios improve your bottom line, but continuing to do the same old thing isn't going to result in an improvement. Insure Learn takes a targeted approach to loss control through online safety training. We use your loss data to create short bite-sized courses focused on your high incident claims. Training is customized to your insured's work environment which is proven to be more effective in creating behavioral change.

Add Value ...the current market has made value added services more important than ever. Insure Learn provides you with a system that differentiates you from your competition by offering a **high value** service to your insured's. Insure Learn specializes in creating highly customized online safety training exclusively for Program Administrators.

Generate Revenue ... Insure Learn offers unique business models with no upfront development costs allowing you to preserves your operating capital and in some cases even generate additional revenue.

Improve Efficiency ... Insure Learn's Online Training Portal and Reporting System integrates with most policy management systems providing real-time access to insured's training records to underwriters and program administrators. Access to the training portal and management reports and can be added directly to your customer portal for easy access.



Developer of Target University

BUILDING YOUR SALLES POTENTIAL

The **InsureZone Technology** platform enables connections between program administrators, carriers, wholesalers, brokers and agencies. The productivity and efficiency created by our family of tools, enables our partners to maximize the sales potential of their program business.

TECHNOLOGY TOOLS

POLICYSPOT: 24/7 AUTOMATED SERVICE DEPARTMENT

RENEW: POLICY RENEWAL MANAGER
FETCH: POLICY DOCUMENT RETRIEVER
AL3NOW: AL3 FILE MANAGEMENT

MEMBERONE: AGENCY RELATIONSHIP TOOLSET

CLOWSER: APPETITE AND UNDERWRITING RULES ENGINE

BOWSER: WEB SCRIPTING GENIE

REPORTCAST: ADMIN REPORTING TOOLS
FIDO: SALES WORKFLOW MANAGEMENT
INSURERATER: PL & CL COMPARATIVE RATER

insure zone

JOHN PERGANDE | 817.704.2240 | jp@insurezone.com ED GILLMAN | 817.704.2223 | eg@insurezone.com



www.insurezone.com



America's Leading Independent Rating Software Provider

Welcome to the 12th Annual TMPAA Summit







Quote.

Issue.



See us at the TMPAA Annual Summit Trade Show.

www.NetRate.com







"NxTech's industry expertise helped us provide download and real time interfaces, enabling our agency partners to exceed service expectations."

John M. Belanger II, Director of Insurance Applications, Glatfelter Insurance Group

"Utilizing technology from NxTech, two of our carrier partners can now receive submissions directly from our system. We can rate large schedules in minutes not hours. No more rekeying."

Scott Montney, Director of Information Technology, Cochrane & Company

"With NxTech we streamlined quoting of specialty business with program administrators and provided round trip download, leveraging both of our system investments and ACORD Standards."

Enrico Ferrante, SVP, Business Operations, SPARTA Insurance Company



Your Total Interface Solution™

NxTech is doing more than talking about interface in the E&S/Specialty Lines market. With 30 years of P&C industry leadership, we have implemented download, real time and agent portals that have helped our clients achieve business results. Leverage your system investments and our expertise. Contact NxTech today to learn more.



www.NxTechCorp.com

Rex Fledderjohn, CPCU RFledderjohn@NxTechCorp.com 513-943-0000 extension 105



Get all of the Natural Hazard Data You Need while Eliminating Keystrokes!

Featuring

Over 30 Natural Hazard Reports
RMS & EQECAT Modeling
AAL & PML Metrics
More than 160 Million Parcels
Aerial Photos
And Much More!

With RiskMeter's Web Services, it's possible to automatically transfer our natural hazard data into your in-house or 3rd party quoting and underwriting applications, to enforce underwriting guidelines and eliminate redundant data entry.

For more information contact Daniel Munson at 617.737.4444 or dmunson@cdsys.com







We all know that trying to fit a specialty insurance program into a traditional policy management system is more headache than convenience. That's why for the past decade our sole focus has been developing custom insurance software solutions.

See how we can provide your program with the automation and capacity for growth you need. If you are still using a manual system to manage your insurance program, contact us today and learn how to take it to the next level.

Self-Service

Automation

Policy Management

Rating and Accounting



Custom Insurance Software Experts

6325 Cochran Rd, Unit 1 Cleveland, OH 44139 info@sbsoftinc.com

866-328-4936

www.SpecializedBusinessSoftware.com



Vertafore

Unleash your potential

The Vertafore team—a roster of the technology solutions you've come to know and rely on to deliver the productivity, connectivity and compliance you need to compete and win—now and in the future. Join the winning team.

See the entire bench of products at Vertafore.com/Allstars

© 2012 Vertafore, Inc. and its subsidiaries. All rights reserved. Trademarks contained herein are owned by Vertafore, Inc.

1

Top software supplier to independent insurance agents

33

Million real-time transactions processed in 2011 43

Years of dedication to transforming the business of insurance 87

Of the top 100 agencies use Vertafore Products 20,000

Agency, carrier, securities, and MGA customers

Recognized Leadership in Program Administration



VRC specializes in software and technology solutions that can be client personalized and/or customized to deliver the added functionality, flexibility and competitive advantages that dramatically surpass the offerings of our worthy competitors. This

advanced software is called Velocity.

Velocity is a fully integrated End-to-End solution that enjoins extraordinary workflow management, superior analytical tools and human resources enabling our clients to do what they do, *Better, Smarter, Faster* and at *Less Expense*.



Regardless of your size, complexity and diversification of programs offered, Velocity will deliver operational efficiencies that enhance profitability, reduce expense and also solidify your current and prospective client relationships; *On or Off the Web.*

"Personal Touch Self Servicing" is a Hallmark offering of Velocity and is currently utilized by 1000's of agents, brokers and over 250,000 insured's. This competitive differentiator is un–equaled in the marketplace and all self–services functionality is <u>Real Time</u>.

Velocity's open system *application server architecture* is highly configurable and designed to maximize the capture and availability of data and ease of data extraction and analysis. Furthermore, Velocity's can be rapidly deployed and easily adapts to the ever evolving dynamic of the Property Casualty marketplace.

Beyond its richness of function, Velocity is visually oriented, user focused, intuitive and in–depth. To receive additional information and/or a demonstration of Velocity, please contact:

www.vrcis.com or email turgeon@vrcis.com or call (248) 879-0688

32121 W. Lindero Canyon Road, Suite 100, Westlake Village, CA 91361 (818-707-4295)

THIRD PARTY CLAIMS AND CLAIMS ADJUSTING



Expanding our reach.

Now in 36 locations nationwide, Carl Warren & Company provides a broader range of services with responsive claims management experts in a city near you.

For 68 years, we've focused on meeting our customers' needs with creative solutions and close attention to detail.

We do more than process claims – we help control losses.

To find out about our expanded Gold Level Claim Service® and our award-winning, employee-owned company, contact Richard McAbee at (888) 858-2807, rmcabee@carlwarren.com or Larry Finn at (800) 572-6900, Ifinn@carlwarren.com.



Claims Management and Solutions

www.carlwarren.com / 1-800-572-6900



Multiply.

Multiply your claims service capabilities with outsourcing solutions from The Crawford System. Put our resources to work helping expand your claims service capabilities and compete with the biggest players in the market.

Crawford has unmatched depth and breadth in scope of services and experienced talent. We can create a custom claim solution to handle claims from first notice of loss through claim settlement, including every step in between. Coupling our desk examiner staff with our field adjusting staff, Catastrophe Services, Global Technical Services for large, complex losses, a 24/7 call center and our managed repair options of Contractor ConnectionSM and Vehicle Services ConnectionSM, we have the winning combination.

Our suite of service offerings allows us to examine each claim in a process designed to deliver a quality, timely claim adjustment while keeping a customer centric focus. Let us show you how we can work with you to multiply your claims customer satisfaction scores.

We operate in more than 70 countries and have compliance and quality assurance that deliver reduced costs and increase policyholder service. Find out how an outsource solution from Crawford can help you expand your business.

Call or click:

John W. Ketch, AIC, AIS

phone: 404-444-5157

email: John Ketch@us.crawco.com

To learn more go to: www.crawfordandcompany.com/outsource

www.thecrawfordsystem.com • NYSE: CRD-A, CRD-B Crawford & Company is an equal opportunity employer





EMPIRICAL

LOSS MANAGEMENT LLC

Empirically speaking, the best in the business.

Audits
Commutations
Litigation Management
Construction Defect
Niche Specialty Claims
TPA Services

Mark Davis,
Managing Director

Trisha Davis, *Claims & Operations Director*

750 E Britton Road, Suite 100

Oklahoma City, Oklahoma 73114

California Location: 23801 Calabasas Road, Suite 1016

Calabasas, California 91302

Phone: 405-241-9474

Fax: 405-212-4309



Working with clients worldwide.

Life Happens FAST...



Relying on the right claims partner will help you keep up.

EMCAS, the national TPA/Claims Management division of Engle Martin & Associates, Inc., has a proven history of delivering an unparalleled level of quality commercial claims service to the Specialty Insurance Market.

Rely on the claims expertise of EMCAS with programs in sectors such as:

- Multi-Family Housing
- **■** Entertainment
- Builders Risk
- DIC
- **■** Fraternities

- Hospitality
- Product Liability
- Heavy Equipment
- Cargo
- **■** Exotic Animals



Atlanta-based Engle Martin & Associates, Inc. specializes in independent loss adjusting and claims management services. The privately-held firm provides national, comprehensive property and casualty claims services through three distinct divisions: EMA - Loss Adjusting, EMCAS - TPA/Claims Management, EMC - Claims Consulting. The internal controls of Engle Martin Claims Administrative Services (EMCAS) have been certified as being in compliance with the American Institute of Certified Public Accountants' Statement on Auditing Standards (SSAE16).

www.englemartin.com

888.239.7872



Gallagher Bassett has been providing exceptional risk management services for 50 years. That makes our reputation for delivering an innovative and high-quality, cost-effective claims management service unparalleled in the industry. In fact, innovation is in our DNA. It sets the groundwork for our ability to create tailored, quality risk management programs through our four core businesses:

- Aggressive *Claims Management*
- Dynamic *Information Management* Solutions
- Successful *Risk Management* Programs
- Multiple *Cost-Containment* Solutions

Where there's opportunity, you'll find Gallagher Bassett. This company thinks big...and we're just getting started.

Two Pierce Place • Itasca, IL 60143 • 877.254.2680 • www.gallagherbassett.com

Anne Rivers fresh thinking... Senior VP Marketing/Business Development mobile: 610-291-0600 Intervene Early and Proactively to arivers@kingstree.net **Worksite Injuries: Our Comprehensive Nurse Triage Service** • Increase Employee Care and Satisfaction • Customize the Process to Address Your **WC Challenges** • Significantly Reduce Compensable

We challenge the traditional view on mitigating workers' compensation loss costs. If you want fresh thinking in the face of a mature claims handling and loss control industry...contact us.

WWW.KINGSTREE.NET 888.853.6412



Kingstree is a national leader in delivering Medical Case Management services in an <u>unbundled</u> platform to program managers, employers, and carriers. Please visit our booth.



You need a claims management partner who understands the importance of managing the big picture and the small details. At North American Risk Services we do just that. We manage every phase of claims management making sure we achieve the best result possible while taking care of every small detail and keeping you informed in the process.

NARS combines the expertise, technology and customer service like no other. We provide comprehensive claims management services for insurers, brokerages, managing general agencies, reinsurers, liquidation bureaus and self-insured funds.

Regardless of the type of loss, our professionals manage your claims with quality you can trust. Our staff members specialize in specific industries. They don't dabble from specialty to specialty, so you can be confident they understand your claims and will manage them to the best outcome possible.

Our Internet-based claims management system will keep you apprised of the progress of each and every claim. But we're much more than some software and a computer screen. We believe in old-fashion customer service — the kind where you get to know your business partner and where you can build rapport and trust.

Claims Management. Redefined. www.narisk.com 800.315.6090





Let us throw you a line.

While 95% of workers' compensation executives believe medical costs to be the industry's most critical issue, less than 10% believe anything meaningful can be done about it.¹

Fortunately there's Paradigm Outcomes. Our catastrophic case management delivers:

- 5x better outcomes²
- 36% lower costs²
- 29% lower large loss reserves
- Guaranteed outcomes

Results that keep you floating.



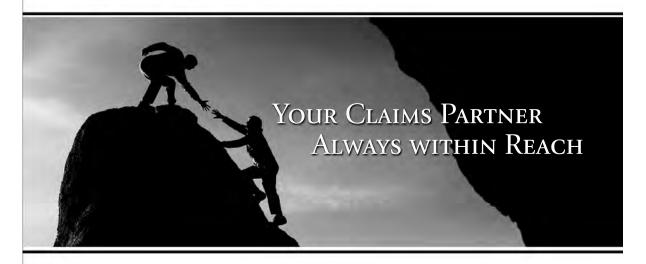
800.676.6777 www.paradigmcorp.com

- 1. Workers' Compensation Industry Study, Paradigm Management Services, August 2008
- 2. Based on an independent comparison by Milliman, Inc., the nation's leading actuarial and consulting firm, to their proprietary database of similar workers' compensation claims.

PROFESSIONAL CLAIMS MANAGERS

A DIVISION OF WESTERN LITIGATION, INC.

Expertise. Commitment. Results.



Professional Claims Managers ("PCM") provides comprehensive claims, litigation management and program development services throughout North America. PCM specializes in professional liability and other specialty lines programs for MGA's, insurance and reinsurance companies as well as self insured corporations, public entities, insurance pools and captives.

Complex programs we handle include:

- Health Care Liability
- Private Detention Professional & General Liability
- Insurance Agents Errors and Omissions
- Home Inspector Errors and Omissions
- Architects and Engineers Errors and Omissions
- Miscellaneous Professional Errors and Omissions
- Employment Practices Liability
- Law Enforcement and Public Officials Liability
- Construction Liability
- Cyber and Data Breach Liability

For more information contact:
J. Brian Hobbs - President
Tel: 800.557.0797
brianh@pcmclaims.net

www.professionalclaimsmanagers.com



RAPHAEL & ASSOCIATES

OUR MISSION IS SIMPLE...

Providing outstanding service, extraordinary professionals and the best technology has to offer

Who are we?

We are a TPA and claims adjusting company, internationally recognized for our exceptional service and unsurpassed reputation of nationwide claims handling.

What we do?

We manage property and casualty claims programs throughout the United States. Serving as your claims department, we take great effort to seamlessly act as an extension of your company.



Let Raphael & Associates become your claims department. We understand the importance of adapting to the demands of the dynamic market and taylor our services to our clients needs.

Find out more about us

(800) 466-9165



info@raphaelandassociates.com



www.raphaelandassociates.com

301 Route 17 North, Suite 500, Rutherford, NJ 07070





Whether you're a small business or a large global leader, Sedgwick offers the most comprehensive array of customized claims, managed care and productivity management solutions available today. We have the capacity, products, expertise and track record required to help our clients and business partners achieve their vision.

Experience our service. Leverage our expertise. Contact us today.

Sedgwick proudly supports the TMPAA

www.sedgwick.com | 800.625.6588



Specialty Claims Management combines industry-leading talent, expertise, and service to provide outstanding third party claims administration (TPA) services to insurers, reinsurers, captives, risk retention groups, and entities that maintain self-insured retentions.

DUR MISSION

TO UNDERSTAND the needs of each client and TO TAILOR each program to those needs.

TO EXCEED the expectations of our clients by providing outstanding service and personalized attention.

TO CONSTANTLY IMPROVE by employing best practices and by hiring only the best claims adjusters in the industry.

TO DELIVER comprehensive, accurate information to our clients, on a real time basis.

OUR COMPANY

Since its founding in 1997, SCM has expanded to become a national company with comprehensive claims administration capabilities.

Flexibility, effective communication and responsiveness, through personal involvement of SCM executives and managerial personnel, contribute to unsurpassed program administration. Our technical staff consists only of professionals demonstrating superior achievement throughout their career.

This extensive experience, coupled with our knowledge of administrating complex claims programs nationwide, puts us in a unique position to assure excellent service to a wide range of clients.

Richard Bascio Director of Business Development

Phone: 201-291-5600 X109

Fax: 201-291-5656 Cell: 201-407-4480

333 Meadowland Parkway, Secaucus, New Jersey 07094

Customized P&C TPA Solutions

- National Claim Service
 - Approved by the leading Program underwriting carriers

Quality Service Helps Your Program Succeed

- Drive Top Line Growth: TRISTAR's personal claim service to insureds and agents supports your Program's reputation, helps you retain clients and attract new business
 - Boost Your Bottom Line: TRISTAR's proprietary Leakage Management techniques control claim costs and deliver measurable savings

Leading
With Integrity...
Delivering
Results!



The TPA That Your Program Needs!

For more information, contact:

Michael Ebert (609) 495-0056 • (609) 548-1396 michael.ebert@tristargroup.net Risk Mgmt. Svs.

possible Third-Party Administrators

1) vrs vericlaim

Pros
Staff Expertise
Overall Experience
National Coverage (Global as well)
Cost-effective
Integrity

Cons
Type
?

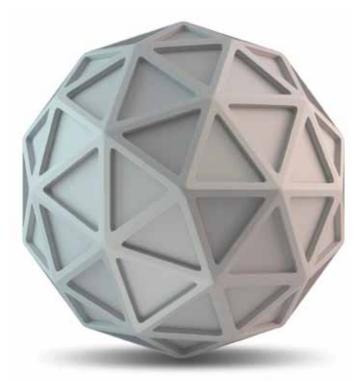
Why even consider other options?



THE CHOICE IS CLEAR

CONTACT: Kevin Thar ~ (630) 245-7020 kthar@vericlaiminc.com vericlaiminc.com

Claims management for programs isn't one-dimensional



Neither is York's approach.

We focus our Programs expertise to ensure that our clients' needs are fulfilled from every angle, including

- Underwriting profitability
- Great service
- Efficient claims handling
- Best-in-class technology
- Strong customer retention
- New business growth

See how our multi-faceted approach can work for you.

Call our Program Development Specialist, Lisa Arguello, at (973) 404-1215 or visit our website at www.yorkrsg.com.



TMPAA NOTES

TMPAA VENDOR PARTNERS

MyAssist Advisen Ltd. Afco Direct TSE Mystic Capital Agencyport Software NetRate Systems, Inc. TSE American Claims Management North American Risk Services, Inc. TSE American Insurance Management Gp, Inc. NxTech, Inc. TSE **Astonish Results** Oak Street Funding TSE Axiom Development TSE One, Inc. Bill It Now TSE Paradigm Management Services, LLC Blue Goose Technologies, Inc. Perr & Knight, Inc. Carl Warren & Company ClearRisk, Inc. Imperial PFS TSE Cost Financial Group, Inc. TSE Professional Claims Managers, Inc. TSE Counterpoint Software, Inc. TSE Promotions Kartel TSE Cover-All Technologies TSE Raphael and Associates TSE Crawford & Co. Regional Reporting, Inc. TSE CSC ReSource Pro TSE **Dowling Hales** RiskMeter Online TSE Dragonflyware, LLC TSE Rockville Risk Management Associates **Empirical Loss Management, LLC** Engle Martin & Associates, Inc. TSE Sedgwick CMS **Epic-Premier Insurance Solutions TSE** SeQure Underwriters Gallagher Bassett Services, Inc. TSE SJA Insurance Agency, LLC Griffin Financial Group, LLC Specialized Business Software TSE I-Engineering, Inc. TSE Specialty Claims Management Instec TSE Supportive Insurance Services, LLC TSE Insurance Recruiting Specialists TSE TRISTAR Risk Management TSE Insure Learn TSE Tysers **TSE** InsureZone.com of Texas. Inc. Vantage Agora, Inc. TSE International Insurance Consultants VeriClaim, Inc. TSE Island Financial Insurance Assoc., Inc. TSE Johnson Lambert LLP Vertafore, Inc. TSE The Kingstree Group Vertibrands, Inc. TSE Martin & Company TSE Virtual MGA Ltd. Co. Milliman, Inc. TSE **VRC Insurance Systems TSE** MIS Insurance Services TSE Wilson Elser Moskowitz Edleman Dicker

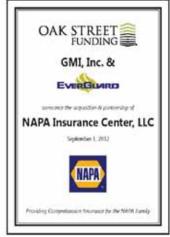
York Programs TSE

Mutual Boiler Re

TSE = Trade Show Exhibitor











Kelly Drouillard kellyd@oakstreetfunding.com 913-980-7773



Joe Castaldi joe.castaldi@oakstreetfunding.com 484-268-6699



Chris McAtee chris.mcatee@oakstreetfunding.com 317-428-3829

1-866-OAK FUND | oakstreetfunding.com/YourCourse

Loans and lines of credit subject to approval. California residents: Loans made pursuant to a Department of Corporations California Finance Lenders License, Potential borrowers are responsible for their own due diligence on acquisitions.



VENDOR BOOK SPONSORS





LEXINGTON INSURANCE CHARTIS C







SPECIALTY CLAIMS
MANAGEMENT









