

# York Programs

Are your programs running smoothly? Are you comfortable with the expertise of your TPA’s claims professionals? Is your TPA’s RMIS easy to use, versatile, and reliable? Do you feel as if you’re getting outstanding service, and does your TPA do everything it can to minimize unwelcome “surprises?” Most of all, does your TPA treat your programs as individual entities with unique needs?

If you answered “No” to any of these questions, then your program has room for improvement. The key to ending unwelcome surprises is engaging the professionals at York Programs, a division of York Insurance Services Group. We can unlock opportunities for improvement in your program and demonstrate how York’s unique brand of expert, customized claims handling can help your program run more smoothly ... and more profitably.

## Program-Specific Expertise

York’s team of highly trained and experienced adjusters, philosophy of “no surprises” reserving, and complex claims teams for all lines of insurance drive York to focus on accuracy, cost containment, and speedy resolution of files for more than 180 successful national programs in dozens of industries.

## Flexible Design of Processes and Procedures

York has tailored its back office procedures and systems to easily adapt to each program’s specific needs. And we’ll not only meet all claims handling requirements, we’ll also tailor our service to each program’s culture, communications preferences, and preferred level of claims handling aggressiveness.

## Responsive Service

York will provide dedicated client services directors and tailored staffing and office configurations. We’ll communicate and report as frequently or as infrequently as you’d like, and you’ll have easy access to York’s top executives. This responsive service allows York to enjoy a near-perfect client retention rate.

## Fully-Customizable RMIS

York’s proprietary RMIS, Claims Connect™, offers fully customizable fields and reports, allowing you to easily uncover trends, perform real-time status checks on individual claims, and create dozens of professional reports and charts with a few clicks of the mouse.

Find out how York Programs’ extraordinary brand of customer service and customized claims handling expertise can close the door on unwelcome surprises in your program. Call Todd DeStefano, Senior VP of Sales and Business Development, at 973-404-1245, or visit our Web site at [www.yorkisg.com](http://www.yorkisg.com).



# LIST OF ADVERTISERS

AgencyPort . . . . .	2	International Insurance Consultants . . . . .	28
Agility Recovery Solutions . . . . .	3	Midwest Insurance Services, Inc. . . . .	29
American Claims Management . . . . .	4	Milliman, Inc. . . . .	30
Aon Benfield . . . . .	5	Mystic Capital . . . . .	31
ASAE Insurance Company . . . . .	6	NetRate Systems, Inc. . . . .	32
Associated Insurance Services . . . . .	7	North American Risk Services, Inc. . . . .	33
Atlas Insurance Management . . . . .	8	Oasis . . . . .	34
Bethune & Associates . . . . .	9	Paradigm Management Services LLC . . . . .	35
Billing Management Services LLC . . . . .	10	Perr & Knight . . . . .	36
Blue Leaf Claims, Inc. . . . .	11	Premium Financing Specialists . . . . .	37
Chiltington . . . . .	12	Promotions Kartel . . . . .	38
Cost Financial Group, Inc. . . . .	13	Professional Claims Managers, Inc. . . . .	39
Counterpoint Software, Inc. . . . .	14	QualCorp, Inc. . . . .	40
Cover-All Technologies . . . . .	15	Quivira Capital . . . . .	41
CR Certification Corp. . . . .	16	ReSource Pro . . . . .	42
Crawford & Co. (Broadspire) . . . . .	17	Risk Enterprise Management . . . . .	43
CSC . . . . .	18	RiskMeter Online . . . . .	44
Edgeworth Financial Services . . . . .	19	Roundstone . . . . .	45
Engle Martin & Associates, Inc. . . . .	20	Specialty Risk Services . . . . .	46
FARA Risk Control Services . . . . .	21	Vertibrands, Inc. . . . .	47
G4S Compliance & Investigations . . . . .	22	Virtual MGA Ltd. Company . . . . .	48
Gallagher Bassett Services, Inc. . . . .	23	VRC Insurance Systems . . . . .	49
GPW and Associates, Inc. . . . .	24	Wilson Elser Moskowitz Edleman Dicker . . . . .	50
I-Engineering, Inc. . . . .	25	XDTI . . . . .	51
INSTEC . . . . .	26	York Programs . . . . .	52
Insure Learn . . . . .	27		



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**AgencyPort Program Interface solutions (APPI)** offer four  
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**Advantage**



Velocity's full spectrum of administrative and servicing capabilities empower our clients with tools that deliver a competitive advantage and a quantifiable ROI.

Utilizing advanced "Program Specific" data capture methodology Velocity has garnered industry recognition for its flexibility, adaptability, Web based "Client, Agent, Broker Self Servicing" and client definable Work Flows and program administration offerings.

The sampling of the diverse programs serviced by Velocity are exemplified by the following:

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  - Enrollment
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## MGA Specialty Practice Program Solutions

### Aon Benfield

Aon Benfield is the world's leading independent reinsurance and risk intermediary. Our MGA Specialty Team provides customized risk management solutions to managing general agents (MGAs), program administrators, insurance carriers, and reinsurers.

Aon Benfield supports more than 100 MGA/Program Administrators whose business accounts for more than \$2 billion in annual premium and is the exclusive reinsurance intermediary to the Target Markets Program Administrators Association—a fastgrowing association dedicated to the needs of the MGA/Program Administrators marketplace.

### The Advantages

Utilizing our in-depth expertise and proprietary technology, we provide clients with effective and efficient results. Our approach includes:

- Knowing insurers' and reinsurers' risk appetite
- Understanding clients' program selection process
- Submitting only the programs that fit their underwriting criteria
- Enhancing the efficiency of the placement process
- Helping clients grow top and bottom-line profitability
- Assessing MGA/Program Administrators' underwriting, marketing, and administrative abilities

### The Services

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- Property risk management
- Casualty risk management
- Financial risk management, including structured reinsurance and global capital markets access
- Rating agency consulting

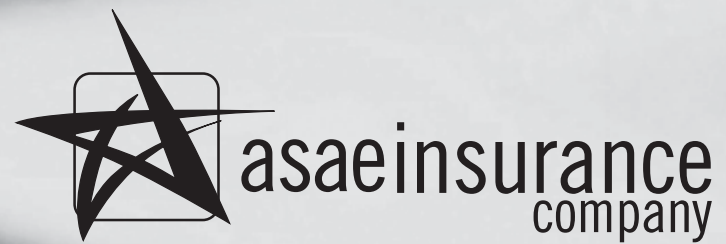
In addition to these capabilities, we can also provide clients with valuable support services, such as program structuring, premium and loss history data collection and analysis, identification of third-party administrators, and systems providers with relevant experience and financial review.

#### Aon Benfield Contact:

**Doug Bennett**  
p: +1.203.319.7630  
e: [doug.bennett@aonbenfield.com](mailto:doug.bennett@aonbenfield.com)

**Pat Rastello**  
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## Secure Business Opportunities

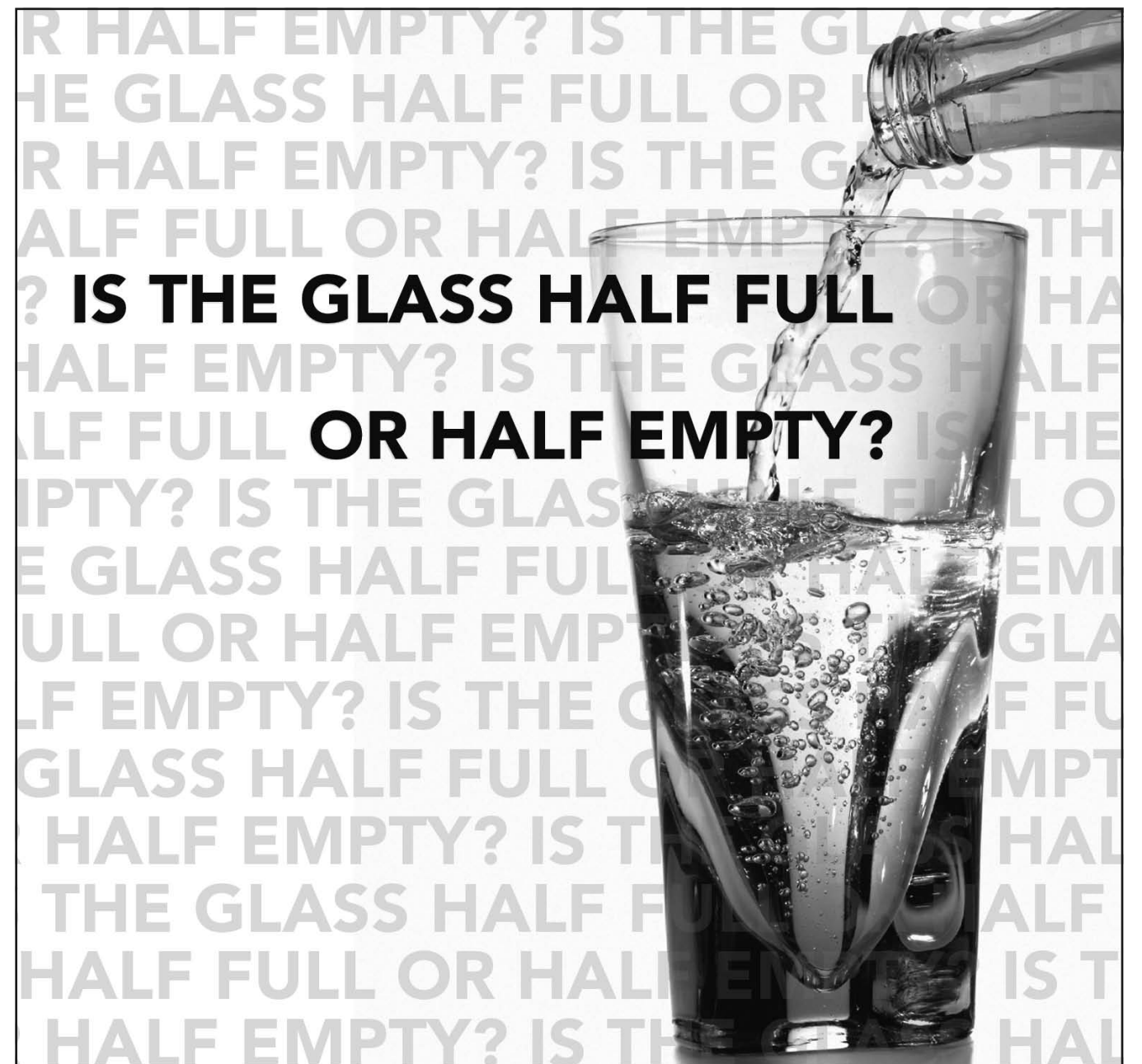
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- An incorporated protected cell captive
- Accessible by any broker, program manager, or consultant
- Domiciled in the District of Columbia which has favorable captive laws
- A facility for property/casualty, health, and employee benefit programs

### We Offer:

- Strengthened partnerships with associations or nonprofits
- Greater control and traction
- Opportunities to compete for desirable program business

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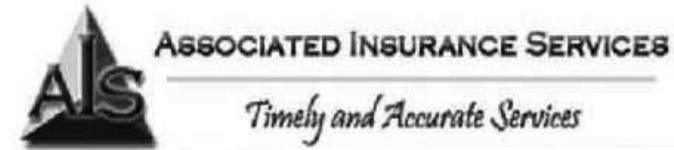
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Services

Types of Captives Managed

Agency Captive  
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Risk Retention Group (RRG)  
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Small Captives 831(b)

Services Provided

Captive Management  
Consultancy & Design  
Corporate Secretarial  
Feasibility Studies  
Financial Reporting  
Licensing and Formation  
Regulatory Compliance

Insurance Lines Served

Custom coverage  
Employee Benefits  
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Program Administrators, Agency, Broker, & MGA

Atlas is a leading independent captive manager providing captive management and consultancy services to over 150 clients. We work with successful, program administrators, agencies, brokers & MGAs to implement captive strategies that give them (1) more revenue, (2) increased policyholder retention, and (3) new products and ancillary services.

Atlas is owned by its senior management, avoiding any conflicts of interest with commercial insurance markets. We are committed to delivering innovative captive solutions and the highest quality of service.

Your keys to success:

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\$250,000 min

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**Our mission is simple.** We utilize cutting edge technology, and committed employees and consultants, to offer our clients quality and cost effective claim administration services. Our experienced professionals are strategically and remotely located throughout the United States, providing claim services for insurance companies, reinsurers, program administrators, managing general agencies, captives, risk retention groups, pools and self-insured entities.

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# IT'S CLEAR FROM OUR PERSPECTIVE

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1. Workers' Compensation Industry Study, Paradigm Management Services, August 2008

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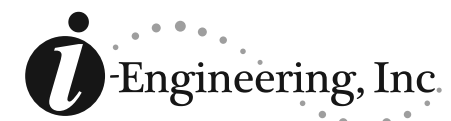
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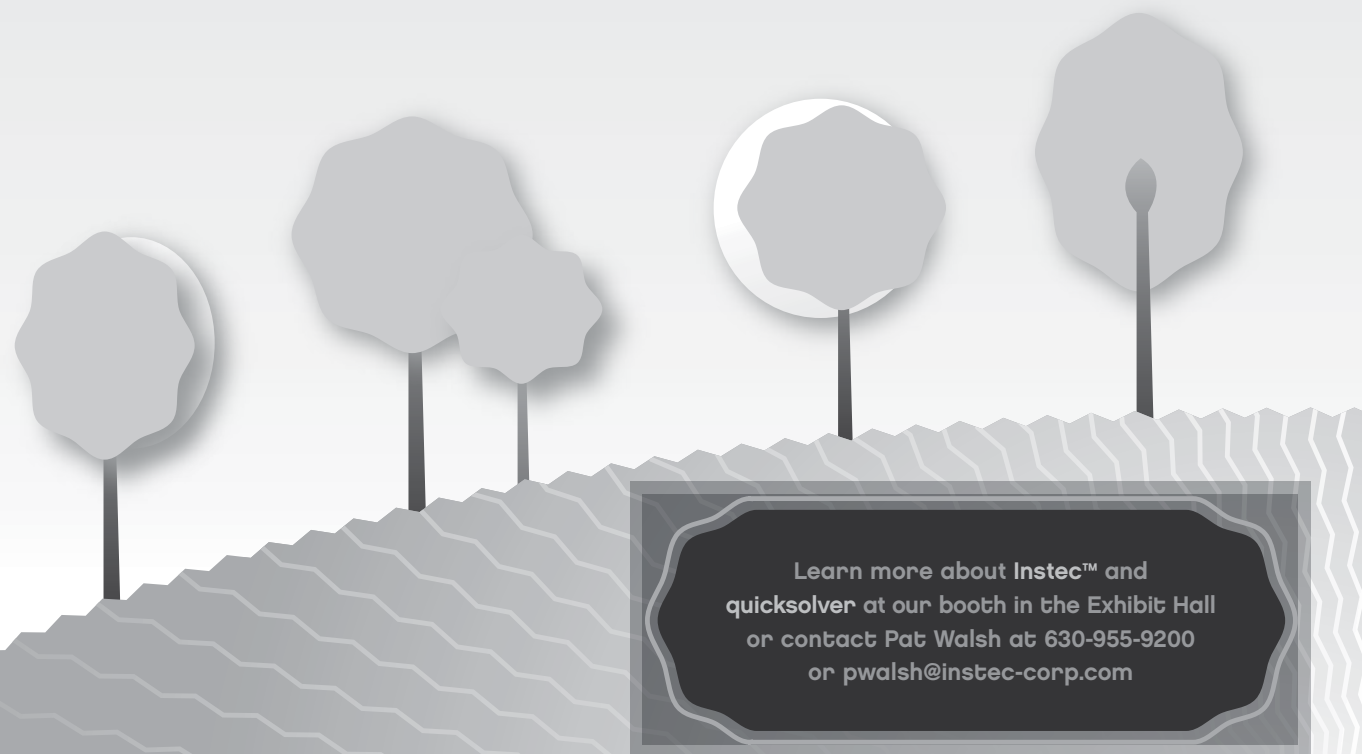
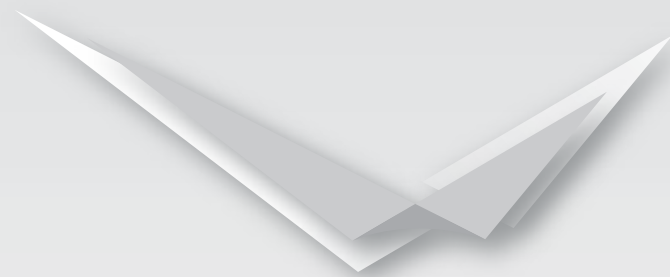
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