

# PORTFOLIO PROTECTION PROGRAM ESSENTIALS

The Ultimate Checklist for Credit Unions

**StateNational**

Credit unions need a portfolio protection provider that can turn a complex portfolio protection and tracking 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 portfolio protection their core focus?

There are huge differences between a provider focused primarily on 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 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 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 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 credit union'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 Co-signer notices
- 27 Impairment-specific notices
- 28 CFPB SAFE

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

Top collateral protection providers set themselves apart by solving the root cause of just about every problem credit unions face: complexity.

Here at State National, we solve that problem with our powerful InsurTrak platform. InsurTrak gives credit unions every resource they need to keep their loan protection program running smoothly, including accurate, up-to-the-minute information on members' 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 accesible 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 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.



## C H E C K L I S T

- 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?

Credit unions 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 credit unions 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 members call, they'll get their questions answered by a trained, courteous representative, in the United States, who knows collateral 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 member 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 and collateral 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 CPI 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 provide mortgage protection and tracking?

Are you getting the level of mortgage protection you need with the services to support it?

The best providers offer sophisticated tracking and visibility. They also offer the ability to link loans and put you on an effective notification cycle.

At State National, all of this — and more — is accomplished through our InsurTrak platform, hands-down the most sophisticated tracking and reporting system available.



## C H E C K L I S T

- 83** Protection designed to comply with regulatory standards
- 84** Specialized coverage for condos
- 85** Escrow bill pay
- 86** Automated billing for flood and wind

# 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 members. Fewer hassles for your employees. And greater protection for your portfolio. That's what State National can bring to your credit union every day. As the industry leader, portfolio protection is our specialty. With a full range of programs like Collateral Protection Insurance (CPI), Monthly Auto Protection (MAP) 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.

## Collateral Protection Insurance (CPI)

Our solution is built on advanced technology and customer support that minimizes the impact on your members and your staff like no other provider. With over 45 years of experience, innovation, and commitment, State National is the proven leader in CPI. Today, you can turn to us for the industry's broadest protection for the your auto and mortgage portfolios' bottom line.

## 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  
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