

“Vertafore has been a great vendor partner—they’re very customer oriented in helping us ensure that we’re licensing compliant.”

Glenn Margosian, *Assistant Vice President Claim Quality, Compliance, and Financial Controls.*

The Hanover Insurance Group

Success Story

Vertafore® Solutions

 Sircon® Licensing and Registration Services

Company Snapshot

For more than 160 years, The Hanover Insurance Group has provided a wide range of property and casualty products and services to individuals, families, and businesses. With 45 locations across the United States, the company offers specialized coverages for small and mid-sized businesses, as well as insurance protection for homes, automobiles, and other personal items.

Proven Results

- Dedicated team of license management professionals that are up to date on state license rules and regulations
- Timely adjuster license renewal reminders
- Adjuster assistance in finding and scheduling ongoing CE courses and tracking of course completions
- Central repository of adjuster and manager licensing status that is in sync/current with the state Department of Insurance information, mitigating compliance risk
- Payment of license fees on behalf of the employees, eliminating the need to pay upfront and submit for expense reimbursement

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An Industry Challenge

Navigating the complex path for adjuster licensing can be an involved process—and a critical one given how important it is that adjusters are properly licensed.

The varying state requirements create extra effort for insurance companies to stay compliant. Which states require a license? How do you identify a home state if your state doesn't require a license? What are the CE requirements? How do I get authorized in a new state?

The Hanover's Search for an Internal Central Repository

The Hanover employs approximately 700 licensed professionals across the United States. As The Hanover has continued to grow, maintaining compliance for their licensed professionals has been more involved and more time consuming.

With this in mind, the company began searching for an efficient and reliable license management solution coupled with expertise that could provide timely responses to license questions.

The Sircon Approach

Based on The Hanover's specific business needs, Vertafore recommended a fully managed service with full adjuster licensing compliance management from the Sircon Licensing and Registration Services (LRS) team. Adjusters and managers now have the ability to submit their information to industry experts to ensure ongoing compliance.

Specifically, the LRS team:

- Navigates the best path to meet licensing requirements with the most current rules and regulations in mind
- "Cleans data" to ensure that license status and staff profile information is **accurate** with each Department of Insurance
- Assists with managing multiple licenses for adjusters and **eliminates manual tracking**
- Sends timely **reminders** to adjusters regarding renewals
- Stores and **tracks CE course completions**
- Provides **one monthly billing statement** for simple transaction processing
- Pays license fees on behalf of the employees, eliminating the need for adjusters to pay upfront and submit for expense reimbursement

Seamless Implementation

Together, The Sircon LRS and The Hanover team collaborated on the workflow, and correspondence pieces of the operating model. The License Management Program was implemented in phases over a three month period to ensure a smooth transition, and so that adjustments and refinements could be made to processes as needed.

“The centralization of paying the state application fees gives us better transparency into what and where we are spending money on licensing.”
 **Kim Cameron**, Director Claim Compliance, and Financial Controls & Operational Risk

Today: Improved Adjuster Experience

Post-implementation, The Hanover continues to receive feedback from their staff:

“I had to renew my Louisiana license last week and I was impressed with how smoothly it went. They sent me the form they needed me to fill out and within hours of completing the form, I got word from them my license was renewed,” said Timothy T. Meade, J.D., AVP Liability Strategy.

The Sircon LRS support team has been available on a day-to-day basis to assist The Hanover adjusters through the new license management process. To ensure this, the LRS support team provides quick responses to any questions regarding onboarding; continuing education management, tracking, and enrollment; state-specific requirements, and more.

“Within hours of completing the form, I got word from them my license was renewed.”

New, More Efficient Processes

A big benefit for both adjusters and The Hanover was the new payment process for adjuster licensing costs and fees.

Previously, adjusters paid all of the licensing fees upfront and submitted expense reports for reimbursement. With Sircon, licensing fees are paid on behalf of the adjuster and a detailed monthly invoice is provided directly to The Hanover.

“The centralization of paying the state application fees gives us better transparency into what and where we are spending money on licensing, and have allowed us to reduce our license fees through better license management” says Kim Cameron, Director Claim Compliance, and Financial Controls & Operational Risk.

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A Great Partnership

The Hanover Insurance Group sought to invest in a solution that would more efficiently and effectively manage claims licensing and compliance to mitigate risk. What they ended up with was a fully managed adjuster licensing service that they trusted—a service supported by knowledgeable experts who are dedicated to keeping The Hanover team compliant.

“Vertafore has been a great vendor partner—they’re very customer oriented in helping us ensure that we’re licensing compliant. The LRS team has reduced our licensing work effort by providing an end-to-end solution for our licensing needs and has allowed us to become more efficient in managing the costs surrounding our adjuster licensing process.” said Glenn Margosian, Assistant Vice President Claim Quality, Compliance, and Financial Controls.



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