



# SelmanCo

*Affinity Groups / Banks / Credit Unions / Employers / Insurance Companies*

**Meet SelmanCo**

[www.SelmanCo.com](http://www.SelmanCo.com) | 440.646.9336 | One Integrity Parkway | Cleveland, OH 44143



# Contents

## 01 About Us

We are a leading provider of insurance administration.

## 02 What We Do

Meet our five major business units.

## 03 Our Team

Our team of dedicated professionals is critically important to our success.





# 01 About Us

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**SelmanCo**  
One Integrity Parkway

**SelmanCo**



# Extraordinary Service

SelmanCo is a trusted insurance administrator that specializes in reducing cost and increasing efficiency for associations, credit unions, banks, employers, and insurance companies. Managing over \$300 million in premium under administration, we serve more than 1.5 million individual customers with integrity and dedication. For more than 35 years, our commitment to extraordinary administrative service has allowed our clients to hone their core competencies, grow business, and strengthen their relationships with their customers and members. Our workforce of 200 professionals is headquartered in Cleveland, OH, with offices in Keene, NH and Baltimore, MD. We're among the largest, privately-held US firms in the markets we serve.





# By the Numbers

Nearly **\$300 million**  
of premium under  
administration

Managing more  
than **1.5 million**  
certificates

Serving:  
**800** Financial Institutions  
**70** Affinity Groups  
**2,100** Employers  
**57** Insurance Carriers



# Our Clients





# Acquisitions

Our business has grown organically and through a series of eleven strategic acquisitions located across the nation.





# Our Mission

With integrity and dedication, Our Mission is to consistently and efficiently deliver to our clients extraordinary administrative services.





# Our Products

Critical Illness  
Protection

Life Insurance :  
Term, Whole, Universal

CHAMPVA  
Supplement

Accidental Death

Hospital Indemnity

Long Term Care

Dental

Medicare Supplement

Identity Theft

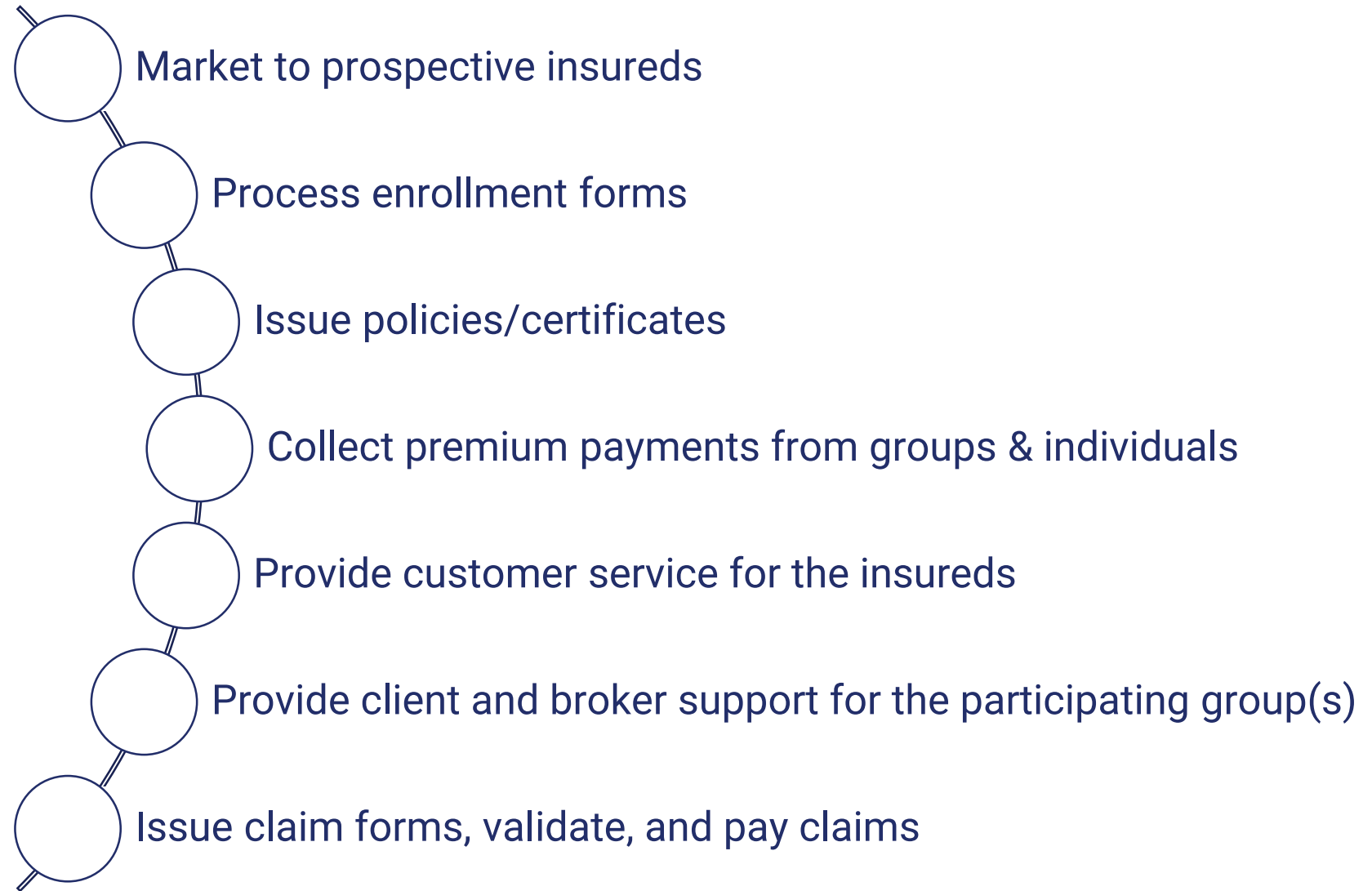
Disability Income

TRICARE Supplement

...And More



# Insurance Administration

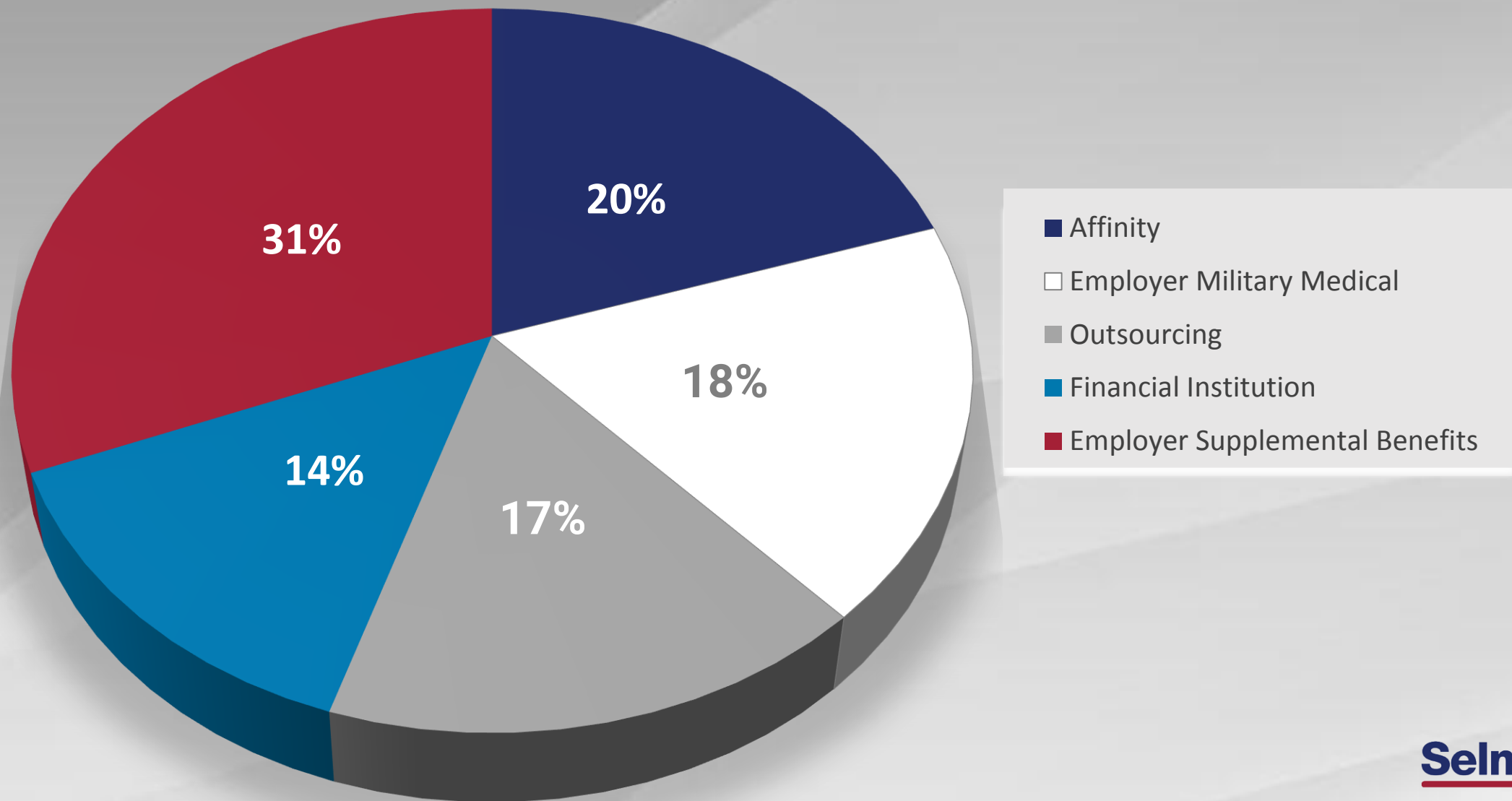




## 02 What We Do



# Operational Distribution





# Affinity

SelmanCo matches affinity groups with insurance carriers to provide value-added insurance plans for their members.

Those insurance companies rely on SelmanCo to administer the products.

Group  
Coverage

Billed  
Individually

Requires  
Target  
Marketing

Wide  
Variety of  
Plan  
Designs

Requires  
Customized  
Solutions

**Affinity plans have unique features that are well-suited to SelmanCo's administrative capabilities.**



# Military Insurance Products

The TRICARE Supplement and CHAMPVA Supplement are our key insurance products in this Business Unit.



## WHO

- Active, retired, reserve military personnel
- Spouses, dependents
- Depends on eligibility requirements

## WHY

- TRICARE Supplement wraps around a TRICARE coverage entitlement so that in most cases, the insured person will obtain 100% reimbursement for out-of-pocket expenses not paid for by TRICARE.
- CHAMPVA Supplement is for the spouses of veterans who receive medical care through the VA.

## HOW

- Both supplement plans are marketed, brokered, and administered by SelmanCo.
- Product variants are sold through three channels: Employers, Affinity Groups, and Direct-to-Consumer



# Outsourcing

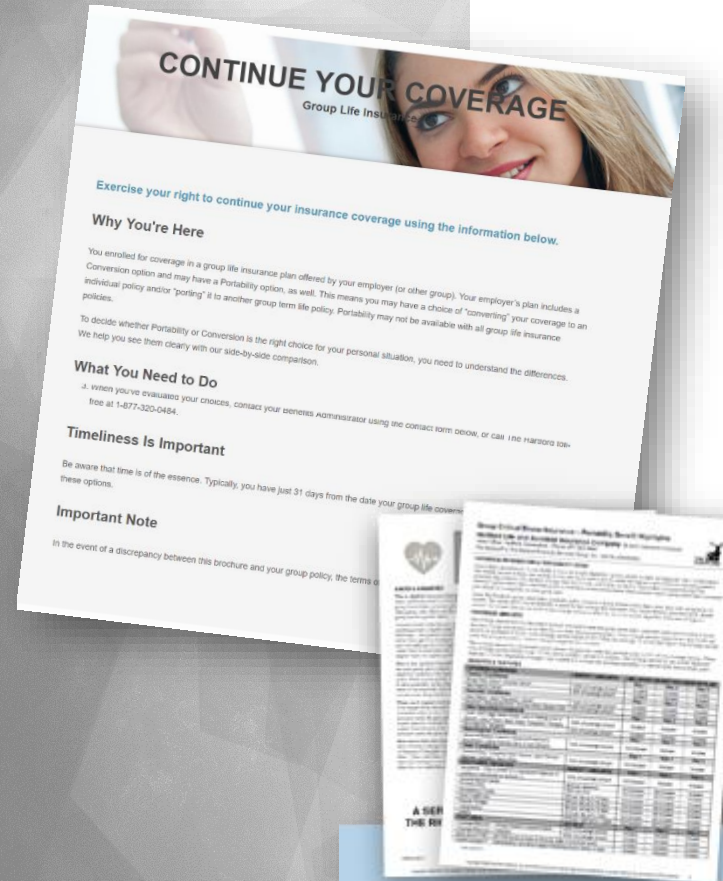
Insurance companies and employer group clients contract with SelmanCo to manage a complex array of insurance programs.

These administrative services are typically not core to their business objectives.

Administrative outsourcing allows them to focus on areas of their business that directly contribute to their success.

## CATEGORIES OF OUTSOURCING SERVICES

- Front End Notification (File Feeds)
- Application Request Fulfillment
- Application Processing & Eligibility Verification
- Premium Billing/Collection & Carrier Remittance
- Coverage Administration
- Financial Reporting



### Examples :

- Life Portability
- Life Conversion
- Long Term Disability Conversion
- Supplemental Term Life
- Direct Bill/List Bill
- Long Term Care
- Critical Illness

DOWNLOAD

Critical Illness Portability Form



# Banks & Credit Unions



Like Affinity groups, many banks and credit unions rely on SelmanCo to market and administer their insurance products.



# Employer Supplemental Benefits



EMPLOYERS OFFER  
SUPPLEMENTAL  
BENEFITS



WHY?



SELMANCO SERVES THE  
EMPLOYER, BROKER, OR  
CARRIER



RESULT

- **ALSO KNOWN AS:**

Voluntary Benefits  
Worksite Benefits  
Fringe Benefits

- **EXAMPLES:**

ID Theft  
Accidental Death  
Long Term Care  
Voluntary Pet Insurance  
Dental  
Legal Assistance  
Term Life/Whole Life  
Gap Medical

- **FOR EMPLOYEES:**

Provides added value and  
compensation

- **FOR EMPLOYERS:**

Helps recruit and retain good  
employees

- **FOR CARRIERS &  
BROKERS:**

Generates revenue

- **HOW:**

- Administration (Enrollment, Billing & Collection, Customer Service, Claims, etc.)
- Benefits Services (Simplified Reconciliation of Billing Payments, Self-Payment Options, Distribution of All Funds)
  - Combined Billing
- Client Relationship Management
- Seamless Systems Integration
  - Compliance

Portfolio of Best-In  
Class Products That Are  
Easy to Manage



# Our Insured Customers



EMPLOYEES  
WITH  
BENEFITS  
OFFERED  
THROUGH  
WORK



CUSTOMERS  
OF BANKS



MEMBERS  
OF CREDIT  
UNIONS



MEMBERS OF  
ASSOCIATIONS  
OR AFFINITY  
GROUPS



CUSTOMERS  
OF  
INSURANCE  
COMPANIES



# 03 Our Team



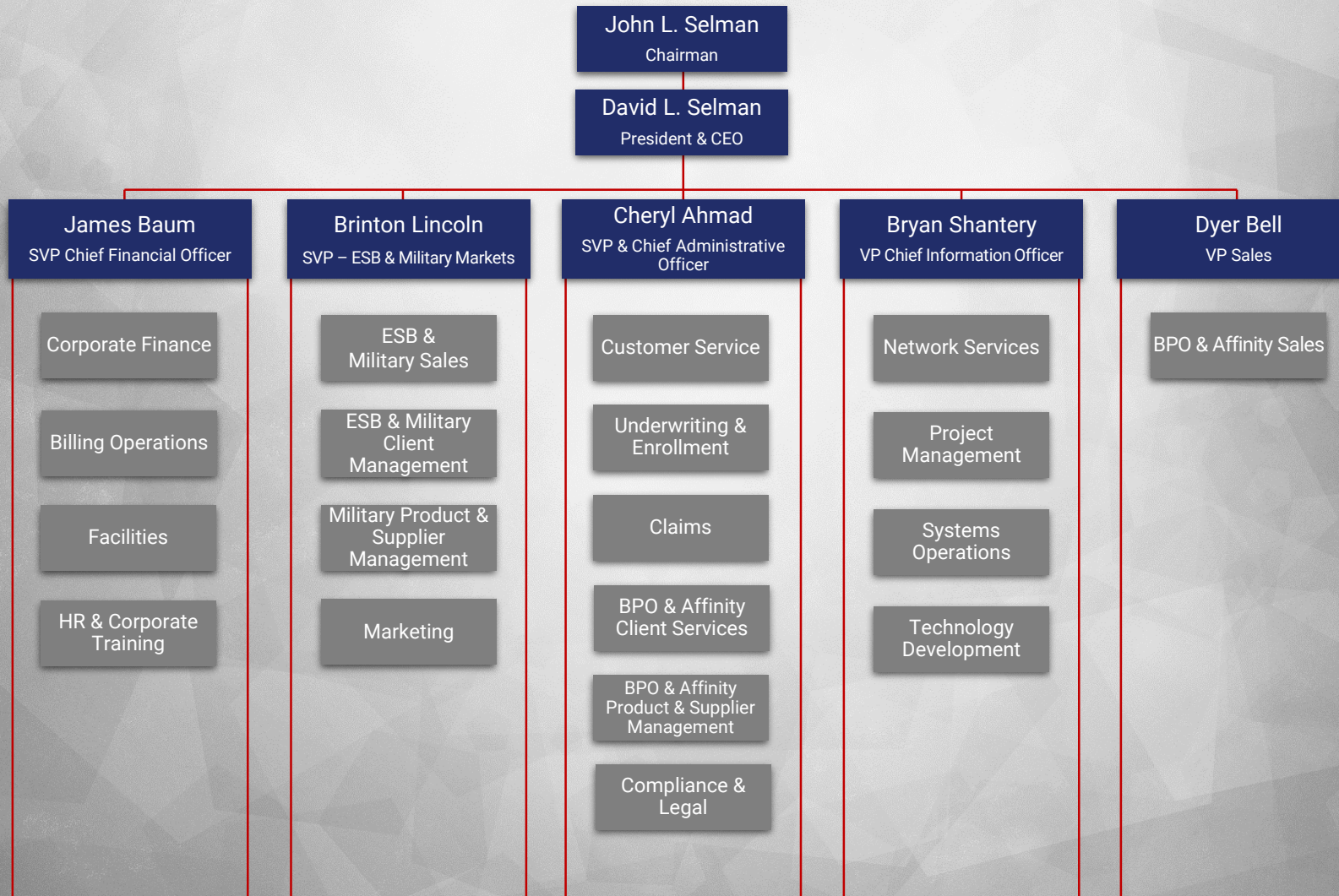


# Core Values





# Organizational Chart





# Core Values

X

**Integrity**

We earn trust based on the integrity of our people and processes.

X

**Accountability**

We are a reliable and responsible business partner.

X

**Entrepreneurship**

We are pioneering and passionate in our daily work.

X

**Excellence**

We achieve excellence through attracting and retaining top performers.

X

**Respect**

We treat others as we wish to be treated and are respectful in all of our interactions.



# Culture





# Demand the Extraordinary

Contact our sales team to discuss how we can help your organization reduce cost or boost revenue with insurance administration solutions.

If you're ready to shine as a star performer, contact our human resources group.

For extraordinary insurance administration, choose SelmanCo.

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