



Financial Recovery Solutions for the P&C Insurance Industry

- + 35+ Years of Experience
- + 4 U.S. Based Call Centers
- + 51 Million Calls Annually
- + \$5 Billion Collected
- + Official NCCI Contracted Partner

*Windham*SM
P R O F E S S I O N A L S

windhampros.com

A Boutique Style Agency

For more than 35 years, Windham Professionals has been providing a relationship-based, boutique experience for customer care and revenue management services.

We dive deep into your data and processes to uncover the root causes driving your unique business and retention challenges. Then, we prepare a tailored solution that targets those drivers affecting your business and goals.

An Official NCCI Contracted Partner

Windham handles an array of commercial and personal insurance lines, with a strong specialization in workers' compensation recovery. We're one of only four contracted partners for NCCI (National Council on

Compensation Insurance), the licensed and statistical organization of 37 U.S. states to provide premium collection services for the National Workers' Compensation Reinsurance Association (NWCRA).

Compliance Initiatives You Can Trust

A true partner handles your customer data responsibly and securely. Our comprehensive Compliance Management System touches and monitors every facet of our process—from account-level audits and call monitoring to voice analytics and systems testing.

Our data and facility security meets or exceeds the requirements and best practices of:

FDCPA
TCPA
Fair Credit Reporting Act
Gramm-Leach-Bliley Act

PCI
FISMA
HIPAA



Why We're Different

A complicated business problem doesn't always require a complex solution, but it does require subject matter experts that truly understand your line of business. We can work with your customers to help them understand their services and plans, as well as validate their bills before paying.

Our deep industry knowledge allows us to be more independent and proactive while acting as a true extension of your existing team to resolve issues.

Our experience and flexible technologies allow us to help with a wide range of needs and services:



Our account specialists are trained to:

- + **Review** account information and payment history to look for patterns and errors affecting resolution.
- + **Resolve** disputes and misunderstandings by reviewing bills and other documentation with the customer so they fully understand their obligations and why.
- + **Recover** past due accounts and prevent future delinquencies.
- + **Retain** and repair customer relationships through reliable, efficient, and friendly service.

	Customer Service	Delinquency Management	Debt Recovery
Call Center Outsourcing	X	X	X
U.S. Based	X	X	X
All U.S. Time Zones	X	X	X
Bilingual Staffing	X	X	X
Personal Lines	X	X	X
Commercial Lines	X	X	X
Earned Premiums	X	X	X
Direct Notice of Cancellation	X	X	
Agency Bill Servicing	X	X	
Direct Bill Servicing	X	X	
Post-Judgment			X
Second Placements			X
Unearned Commission Billings			X
Claim Overpayments			X
Grace Period			X
Premium Audit Resolutions		X	X



Built from 35 years of forward-thinking accounts receivable management experience, our first- and third-party programs offer a collaborative and comprehensive way to address your AR and customer retention challenges. Our focus on customer-centricity combined with the development of highly skilled and professional account specialists optimizes each customer interaction. We reduce costs, increase efficiencies, and improve the customer experience to optimize financial performance across your entire lifecycle.

PEOPLE. RESULTS. TRUST.

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