TPA Services

Optimize Administration with the Expertise of a Best-in-Class TPA

Zinnia brings together modern technology and over 150 years of insurance industry experience to transform end-to-end administration, allowing insurers to dramatically improve speed to market, reduce costs and focus on growth initiatives.
Our platform-driven, digital third-party administration features advanced microservices and multi-tenant-based architecture delivering fast and flexible capabilities across the life and annuity lifecycle.

Leverage Enterprise Scale Technology
Our platform-driven, digital third-party administration features advanced microservices and multi-tenant-based architecture delivering fast and flexible capabilities across the life and annuity lifecycle.

Accelerate Growth and Reduce Complexity and Costs
By integrating advanced technology with standardized processes, Zinnia improves productivity and speed to market, delivers cost efficiencies, reduces operating risk, and supports regulatory compliance. We have an unmatched track record and expertise in converting and servicing complex blocks from other third-party and home-grown systems.

Count on Comprehensive Support and Service
From pricing and trading to new business servicing and processing to post issue and full operational support, Zinnia is a dedicated partner for your consumers and advisors. We support all distribution channels, including: broker/dealer, BGA, Career, IMO, Wirehouse, Bank, and Direct-to-Consumer.

An Exceptional Experience for Everyone, Everywhere
Our service model follows the sun, with people and deep expertise available across the globe. Your customers get the support that keeps them happy and satisfied.

ABOUT ZINNIA
A New Tech Company, But Not New to Insurance
Zinnia brings together the expertise of insurance professionals and the vision of innovators from technology and data science.

As a team, we’ve built Zinnia Open Insurance to simplify the complex, get products to market faster, serve the customer better, and turn data and insight into better risk-based outcomes for everyone.

The result is exceptional experiences that can adapt, evolve, and grow right along with the marketplace.
## END-TO-END SCOPE OF SERVICES

### Mail Ops
- Doc Scanning
- Indexing
- Processing
- Workflow
- Document Storage
- Outgoing Mail

### Distribution Support
- Contracting
- Background Checks
- Maintenance of Records
- Terminations
- Commission Payments and Statements

### New Business
- Application Data Entry
- Suitability Support
- eApp Support
- NIGO Resolution
- Underwriting Support

### Call Center
- Inbound Call Center for New Business
- Distribution Support and Post Issue
- Servicing all Distribution Types, Clients and Carriers

### Post Issue
- Reinsurance Data
- Claims Processing
- Payments, Withdrawals
- Rescission
- Policy Changes
- MEC Testing
- Loans

### Correspondence Print
- Direct/Individual Bills
- Loan Coupons
- Financial Confirms
- Automated Correspondence
- Regulatory Mailings
- Adhoc Mailings
- Policy Pages

### Business Controls and Regulatory Support
- Compliance Reporting
- Complaint Support
- OFAC/AML Support
- Audit Support,
- Market Conduct Annual Statement

### Finance Operations, Pricing and Trading
- Daily Reconciliations
- Rate/Index Changes
- Policyholder Disbursements
- G/L Support
- Tax Processing
- Accounts Payable
- Escheatment

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### #1
Largest Administrator of Variable Annuities in the US

### 120+
New Products Launched

### $100B+
Assets Under Administration

### $20B
Premiums Processed Annually