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.

More Expertise. More Scalable. More Productive.

zinnia
TPA Services

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.

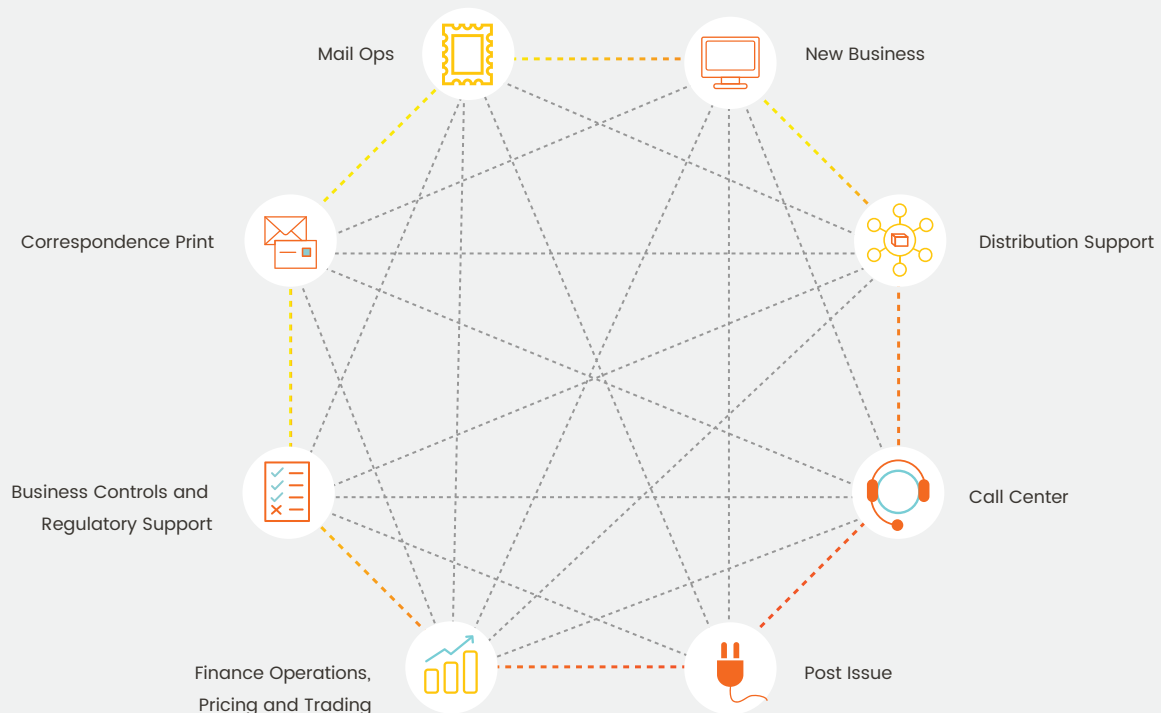## Accelerate Growth and Reduce Complexity and Costs

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.

Mail Ops

New Business

Correspondence Print

Distribution Support

Business Controls and Regulatory Support

Call Center

Finance Operations, Pricing and Trading

Post Issue

More Expertise. More Scalable. More Productive.

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

Post Issue

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

Business Controls and Regulatory Support

- Compliance Reporting
- Complaint Support
- OFAC/AML support
- Audit Support,
- Market Conduct Annual Statement

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

Correspondence Print

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

Finance Operations, Pricing and Trading

- Daily Reconciliations
- Rate/Index Changes
- Policyholder Disbursements
- G/L Support
- Tax Processing
- Accounts Payable
- Escheatment

#1	**120+**	**$100B+**	**$20B**
Largest Administrator of Variable Annuities in the US	New Products Launched	Assets Under Administration	Premiums Processed Annually