

HEFFERNAN COMPLIANCE MANAGEMENT

A High Value Service Presentation
Think “Unreasonable Hospitality”
And TELEDATA

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WHO WE
ARE

2

WHAT IS YOUR
COI TRACKING
PROCESS

3

OUR
FRAMEWORK

4

SECOND
DATE?





A team of insurance experts helping organizations turn business requirements into measurable actions that reduce risk. Supported by decades of experience and hundreds of client engagements.



Sarah
ACCOUNT EXECUTIVE



Madi
LEAD ACCOUNT MANAGER



WHICH PROCESS ARE YOU TRUSTING?

NO PROCESS

MINIMAL
PROCESS

w/ EXCEL
SHEET

OUTSOURCED
/SAAS

WHICH PROCESS ARE YOU TRUSTING?

NO PROCESS

- Exposed risk with Zero visibility
- Reactive chaos when something goes wrong

MINIMAL PROCESS

- Time-heavy and inconsistent across people
- No real-time oversight or scalability

w/ EXCEL SHEET

- Static snapshot- easy to miss expirations and gaps
- Version-control mess (multiple files, no insight to changes)

OUTSOURCED /SAAS

- Communication needed to understand your standards and priorities
- Business Decisions still need to be handled by you

Most Companies have a dedicated employee(s) who is solely responsible for emailing, collecting, reviewing insurance documents, following up for missing items or expirations, and storing the documents.

Typically the documents live in a file folder.



MAKING RISK VISIBLE AND MANAGEABLE

Turning contractual
obligations into clear,
trackable compliance

UNDERSTANDING YOUR RISK

1

WHO ARE
YOUR THIRD
PARTIES?

2

HOW MANY DO
YOU HAVE?

3

HOW MANY
TEMPLATES
ARE USED?

4

OTHER
WORKFLOWS?



ADD "PARTIES"



YOUR PARTIES

View request

H.C.M. SENDS REQUESTS TO YOUR PARTIES



FOLLOW UP WITH UNRESPONSIVE



H.C.M.
AGENT



PARTIES SUBMIT COIS/ DOCUMENTS



H.C.M. PERFORMS POLICY REVIEWS



H.C.M.
AGENT



ACORD,
ENDORSEMENTS,
POLICY DOCUMENTS



H.C.M. SENDS DEFICIENCY NOTICES



H.C.M. PROVIDES CUSTOM SUPPORT



H.C.M.
AGENT



H.C.M. TRACKS EXPIRATIONS



H.C.M. SENDS RENEWAL REQUESTS



BENEFITS

Working with Heffernan Compliance Management isn't about offloading busy work. It's about creating a consistent control.

- Consistent application of contractual standards
- Early identification of compliance gaps
- Documentation that holds up under scrutiny
- Reduced internal time and administrative burden
- Confidence for leadership





**THEY DIDN'T PICK OUR TEAM
BECAUSE THEY COULDN'T DO IT.**

**THEY WORK WITH US BECAUSE
IT WAS TOO IMPORTANT TO DO
INCONSISTENTLY.**

FINAL THOUGHTS? QUESTIONS?

Next Meeting?