



Where ***Risk***  
Meets ***Opportunity***

**Captive Management Plus**

# Delivering Outstanding Service



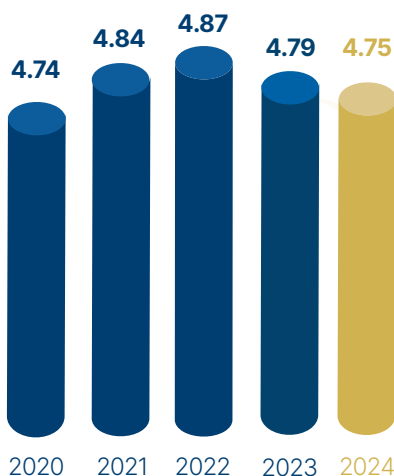
**The delivery of timely and accurate financial reporting services is essential to the management of any captive.** At SRS, this is the foundation of our business. Our success is dependent purely on our ability to deliver top quality captive management and consulting services. Our commitment to quality is evidenced by our internal controls, use of technology, and customer feedback.

## Internal Controls

SRS is the first captive manager to complete SSAE 18 reviews on its captive management services across all domiciles. SRS also follows the ISO 27001 information security framework and uses industry-standard encryption, authentication mechanisms, and firewalls for internet traffic. SRS performs audited monthly and annual testing of our backup and disaster recovery and is committed to maintaining and improving our control environment.

## Technology

SRS is not dependent on proprietary technology. We use proven best-in-class technologies to improve the management of captives. This approach allows us to respond more rapidly to the needs of our clients. Our customized technology solutions include extranets for all client accounts, flexible, scalable sales accounting software, and daily reconciled investment data.



## Customer Feedback

We conduct formal stewardship reports on our captive accounts to review service quality and highlight areas for improvements. The quality of our services is evidenced by the results of our annual client survey, in which our clients consistently state that they are very satisfied with our services.

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*SRS has built a great culture within its organization. The employees are genuinely interested in our business and bring ideas, concerns or thoughts continuously to our attention.*

Jan Klodowski  
VP/Director Captive Operations  
Agri-Services Agency

*Timeliness is excellent. Knowledge is outstanding. Solution-focused answers and impressive grasp of the data and always readily available.*

Jimmy Byrum  
CEO and Founder  
Garde Solutions



# Helping Clients Succeed

Our success is dependent on our clients' success. We don't believe it is good enough to just keep a captive's books and records. We want our clients to succeed and we have developed specific services to help them succeed.

## Technical and Analytical Services

Our technical and analytic services provide a captive with its own underwriting resources. Our services include:

- Loss scorecards and cause of loss reports to proactively manage claims costs
- Data cleansing and management services
- Pricing, allocation, policy issuance and premium rating services
- Analytical services in support or reinsurance, collateral and fronting negotiations

## Strategic Consulting

We take a lifecycle approach to captive development from feasibility to strategic reviews, expansion, redomestications, and even runoff. We aim to help the captive maximize the value it provides to its owners at any stage in its development. Our proprietary Captive 360 strategic planning service sets direction for new and existing captives, while our ratio and benchmarking analyses enable our captive clients to assess their overall performance against the industry and peers.

## Providing a Depth of Expertise

Our business is about our people. A client's experience is dependent largely on the quality and depth of their account team. At SRS, we have taken several steps to ensure that our clients have access to experienced, qualified captive professionals.

**Experienced personnel:** As a firm, we have made a conscious effort to hire and retain experienced captive insurance professionals in our business.

**Motivated staff:** As captives are at the heart of our company, our incentive programs are designed specifically for our captive management and consulting personnel.

**Account team structures:** All of our account teams include a Director of the company, providing clients with direct access to the senior management of the firm. Our staff has received high ratings in our customer surveys for their responsiveness and attention to detail. We have not experienced high levels of staff turnover and many of our staff are long-term employees.

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*The SRS staff are simply the best - very capable, professional, and personable.*

Michael Jones  
VP Legal Affairs & Compliance  
Cape Cod Healthcare



# More Than Captives

SRS doesn't just manage captives. We manage a variety of insurance company structures, including commercial insurers, Class 3 and 4 Bermuda reinsurers, insurance exchanges, special purpose vehicles, and ILS structures. We provide fund administration services in Bermuda through our licensed subsidiary, SRS Fund Administration (Bermuda) Ltd. Our staff include professionals who have worked throughout the insurance industry, including CEOs and CFOs of US and offshore commercial insurance and reinsurance companies, including Lloyd's and European insurers, as well as accounting support and IT staff from major commercial insurers and reinsurers. Many of our staff are long-term employees.

## Services

### Captive Management

General management services  
Financial reporting  
Regulatory compliance

### Program Management

Underwriting and technical insurance consulting  
Loss analysis  
Fronting, reinsurance and collateral negotiation

### Captive Consulting

Feasibility studies  
Strategic reviews and e-feasibility studies  
Run-off and closure services

### Governance, Risk and Compliance

Regulatory compliance  
Independent governance review  
Board effectiveness guidance and training

#### North America

Alabama  
Alberta  
Arizona  
Arkansas  
British Columbia  
Connecticut  
Delaware  
Georgia  
Hawaii  
Indiana  
Iowa  
Massachusetts  
Michigan  
Missouri  
Montana  
Nevada  
New Jersey  
New York  
North Carolina  
Pennsylvania  
South Carolina  
Tennessee  
Texas  
Utah  
Vermont  
Washington D.C.

#### Bermuda & Caribbean

Barbados  
Bermuda  
Cayman Islands

#### South America

Colombia

#### Africa

South Africa

#### Europe

France  
Gibraltar  
Guernsey  
Ireland  
Italy  
Luxembourg  
Malta  
Netherlands  
Sweden  
Switzerland  
United Kingdom

