

# BINDHQ



## How Scottish American Insurance Agency increased its speed to rate, quote and bind by 40% with BindHQ

Scottish American Insurance Agency was looking to reduce production time taken to rate, quote and bind policies, and more generally, improve responsiveness, increase bind rate and grow revenue. It knew that the existing software in the market didn't - and couldn't - deliver a solution that would support its lofty ambitions.

### The Scottish American Story

Scottish American Insurance Agency is an entrepreneurial MGA founded in 2011, which has grown to be a top-20 MGA nationwide with 18 offices in 14 different states. Today it writes a broad base of business across multiple business lines.

#### < Before BindHQ

Scottish American wanted to improve its producer workflows and enhance its customer experiences by speeding up the policy submission process. Scottish American's previous workflow required tediously inputting manually-maintained information into antiquated software solutions. The process required duplicative data entry across multiple software platforms and a heavy lift on the support side to ensure that policies were bound appropriately.

#### > After BindHQ

After migrating onto BindHQ, Scottish American's producers were able to drastically improve responsiveness to retail brokers regardless of line of business or the nature of risk - BindHQ made it easy to leverage Scottish American's 'awesome sauce' to respond to its retail broker partners within minutes rather than hours, improving its bind rate and growing revenue while delivering a meaningful uplift and superior experiences to its retail broker partners.

# 40%

Increased Speed to Bind

### The Results

With BindHQ's modern intuitive design and smart configurability, Scottish American producers reduced the average time taken to bind by 40% within 4 weeks of installation, helping increasing their revenue by 25% year on year

“  
*BindHQ transformed Scottish American's business performance by simplifying the submission to policy process, eliminating duplicative data entry and allowing us to respond to our clients in a meaningfully quicker way*  
”

**Steve Cook** | CFO Scottish American Insurance Agency

#### Industry

MGA & Program Manager

#### Location

HQ in TX, offices in 14 states

#### Size

70 Producers | \$370m GWP

LEARN MORE ABOUT BINDHQ – give us a shout at [hello@bindhq.com](mailto:hello@bindhq.com)

[bindhq.com](https://bindhq.com)