

CASE STUDY

How Capitol Agency

Binds Builders' Risk Coverage in
Minutes

And Grows Sales By Double-Digits YoY
With Distinguished Programs

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With Distinguished, I have the perfect case scenario where I've got the price—and I've got a product that I can issue quickly. **It's literally a no-lose scenario for me. And in the sales world, that's hard to come by.**



Brian Rauber, Senior Account Executive, Capitol Insurance Agency

Challenges

Struggling to meet clients' needs for last-minute Builders' Risk coverage



Over a career spanning two decades, Brian Rauber had overcome many of the challenges faced by insurance brokers.

But there was one problem he couldn't shake off.

His customers—purchasers and lenders on high-value real estate projects—came to him for insurance policies that protected their investments during construction and renovation.

Brian's big pain point was on the lender side.

"Private money lenders come to me needing insurance tied up, so they can close out loans and fund their customers' real estate projects," says Brian, Senior Account Executive at Capitol Insurance Agency.

"Builder's Risk insurance is essential to them, as it safeguards their investment in the project, which can reach up to \$5M."

Meeting lenders' needs was easier said than done.

With an incredibly short window between when lenders needed insurance—and when projects started—there was constant pressure on Brian to get coverage buttoned up fast.

About Capitol Agency

Since 1950, Capitol Agency has provided insurance policies to fit customers' needs at every stage of life.



HIGHLIGHTS

CHALLENGES

Meeting clients' needs for quick fire Builders' Risk coverage

Lacking the required urgency from existing providers

Suffering further delays due to onerous paperwork

Needing a faster way to bind and quote the coverage clients needed

SOLUTION


Capitol Agency linked up with Distinguished Programs, which provides:

Easy-to-use online portal: enables brokers to get coverage quoted and bound in minutes

Industry expertise and responsive service: on-hand support makes life easy for Capitol Agency

Attractive pricing: with knowledge of unique exposures, Distinguished offers high liability limits at competitive prices





But finding last-minute coverage was incredibly problematic. The providers he worked with were nowhere near as responsive as he needed.

“They just didn’t have the timeliness that my clients required,” he explains. “I didn’t have a relationship with the underwriters, so there was no sense of urgency on their end. This made it difficult for me to accommodate the needs of the lender and, in turn, the purchaser.”

Slowing the process even further was the huge amount of paperwork that Brian and his clients had to complete.

Paper applications had to be uploaded, scanned, faxed or emailed, and there was further manual back and forth before quotes could be issued—let alone bound.

The process took weeks, when Brian needed days. Both Brian and his clients were feeling the impact on their organizational efficiency and success.

“When I couldn’t close a quote quickly for my clients, it would keep the actual closing of the property sale from happening. So that was potentially a huge loss for both the buyer and the lender,” says Brian.



- YoY double-digit growth in bound Builders’ Risk business
- Distinguished’s products are a powerful referral tool
- Became the ‘go-to’ agency for Builders’ Risk coverage
- New customers captured because of Distinguished products...
- ...who then become profitable long-term clients
- Perfect partner for getting competitive policies to clients faster

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It was also bad business for Brian, because if he couldn't meet his clients' urgent needs, they might look elsewhere.

"I knew that I needed a more competitive and quicker way to get my clients the insurance coverage they needed, but I didn't know where to find it," he says.

**Then he discovered
Distinguished
Programs—who
were about to
provide the answer
to his prayers.**

Solution

Binding coverage delivered in hours,
not weeks

As Brian searched for a faster way to quote and bind the coverage he needed, Distinguished Programs was the ideal partner.

As a Managing General Agent (MGA), Distinguished creates specialized insurance programs and sells them through brokers.

Distinguished had several points of difference over other insurance markets that really stood out for Brian:



Easy-to-use online portal:

Distinguished had moved away from tiresome paper applications and created a platform that enables brokers to get coverage quoted and bound in minutes.



Specialist industry knowledge:

Distinguished has been operating in the same core markets for decades and has vast experience across its product and underwriting team. They understand the needs and challenges of real estate lenders and buyers.



Attractive pricing:

Distinguished has group purchasing on its side. Their unique buying power ensures that clients get exceptional pricing and high coverage limits.



When you can't close a quote quickly, that keeps the actual closing of the property sale from happening. So that's a huge loss for both the buyer and the lender.



Choosing the right products

Distinguished offers multiple insurance programs across a variety of sectors. However, Brian only needed to focus on two key products to meet his clients' needs:

“They're really accessible and understand the urgency in getting a quote arranged. Distinguished makes my job easy!”



Builders' Risk insurance protects clients' investment in construction projects up to a maximum value of \$10M.



Vacant Building insurance protects clients' assets before a property is leased or sold up to a value of \$2M.



Fast and easy online portal to submit and bind business

From day one, Brian found the ease of use and quick turnaround he needed using the Distinguished online portal. After years battling with tiresome paper trails, he finally had a way to do important business faster.

He leverages the technology platform to submit, quote, and bind business easier, faster, and better.

“What I appreciate about the Distinguished portal is I can run a quote in five minutes and have a policy issued within 10,” says Brian.

“That's critically important to both me, the lender, and the ultimate property purchaser.”

The Distinguished process couldn't be more straightforward.

“As soon as I have the thumbs up from a client that they want to bind the quote, all it takes is one click,” he says.

“The system then automatically sends an email to the client that contains both the policy document and the invoice. It literally couldn't be simpler!”

In the rare cases where an underwriter's review is required, the interaction is friendly and timely.

"The vast majority of the quotes I run are automatically approved and bindable through the online portal," says Brian.

"On the occasional time when an underwriter is involved, they're really accessible and understand the urgency in getting a quote arranged. Distinguished makes my job easy!"



“

It's literally a no-lose scenario for me. And in the sales world, that's hard to come by.

Best-in-class products and enticing pricing

Brian's clients need more than just fast coverage: it must be high-quality too.

All Distinguished products are with A+ rated carriers, giving Brian confidence that his clients have the best protection and competitive pricing.

"When it comes to Distinguished's policies, I never lose on price," he says.

"It's the perfect case scenario where I've got the price—and I've got the product that I can issue quickly. It's literally a no-lose scenario for me. And in the sales world, that's hard to come by."



Industry knowledge and responsive service

As a busy agent, Brian loves how accessible and responsive Distinguished are.

Because Distinguished has served the same core markets and partnered with the same reputable carriers for decades, they provide a level of expertise that generalists can't match.

"Distinguished is a business that values your relationship," says Brian. "Over time, I've gotten to know the underwriters and the regional manager. Having those personal relationships means I can speak to real people and get questions answered quickly, with no delay to my clients' applications."

Distinguished's recipe of speed, service and simplicity enables Brian to meet and even surpass the needs of his clients.

A recent interaction with a purchaser demonstrates the power of the partnership.

"A purchaser was looking to complete a \$5M apartment complex renovation deal," says Brian. "They'd been working with another insurance agent, who'd taken five weeks to get a quote and they still didn't have a bindable offer in place."

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I worked with the underwriter
and regional representative at
Distinguished...

**" ...and we had a bindable
quote for the client within
24 hours—and we issued
the policy within 48! "**



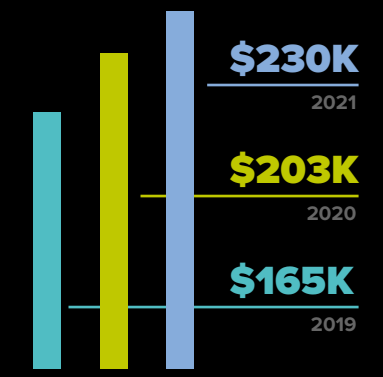
Results

Double-digit revenue growth and products that are so good, they refer themselves

The volume of policies Brian writes for clients has exploded since he started working with Distinguished.

In fact, year-over-year growth has been in the double digits!

In 2019, for example, Brian bound \$165k in Builders' Risk insurance. This grew by 19% in 2020 to \$203k—and then jumped a further 12% in 2021 to \$230k.



Because Distinguished's programs offer quick turnaround and are competitively priced, Brian says **they sell themselves.**

"The impressive growth in this side of the business is because clients are so happy with the Distinguished products that I offer, they refer their friends," he says. "So the product on its own is a powerful referral source."

Brian trusts Distinguished's products so much, he uses them as a marketing tool for his own business.

"Thanks to my relationship with Distinguished, I've created a niche within my metro area: I'm known as the go-to guy for Builders' Risk insurance," he says.

"A big part of how I market myself to my clients now is the fact that we can get them a policy issued in minutes. It's a big differentiator for me and brings in a lot of new business."



The vast majority of the quotes I run are automatically approved and bindable through the online portal. Distinguished makes my job easy.





The value that Brian generates from selling Distinguished products lasts well beyond the initial 'sale'.

"Distinguished gets my foot in the door with new clients, which is huge from an insurance sales standpoint," says Brian.

"I capture them because of the Distinguished products. And then down the road, if that becomes a buy and hold situation, I've got other products for all the other stages of the customers' life cycle."

For Brian, Distinguished is the perfect partner for brokers looking to get competitive policies for clients faster.

"In terms of the interactions I have with Distinguished issuing business and satisfying the needs of my clients, I can't think of anything that they could do better," he says.

He says brokers that choose Distinguished have nothing to lose—and everything to gain.

"I only write so much Builders' Risk insurance because of Distinguished," he says.

"I get so many referrals because lenders and investors know that I can get them the closing documents incredibly quickly and they know that we're offering their clients an incredibly competitive product. They know and trust me because of the product that I offer them from Distinguished Programs. And that's gold for a broker."

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Brian Rauber, Senior Account Executive, Capitol Insurance Agency

Build more trust and growth in your brokerage with **Distinguished Programs.**

Register your brokerage with us to get started.

[Register Now](#)

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Grow Sales Double-Digits YOY

With Distinguished

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