



# CASE STUDY

**MGA Onboarding Due Diligence**

- Going Above and Beyond

**Pro**  
GLOBAL



# Client: A leading specialty underwriter

## **Pro Global's audit team partnered with a prominent re/insurer to conduct tailored due diligence to support the onboarding of their MGA.**

This entailed an end-to-end review of underwriting, accounting, reporting, compliance, operations, and IT controls. As a result, we were able to address critical challenges in their licensing approach and develop a trusted partnership that went above and beyond the initial brief.

## **The client was seeking tailored due diligence as they onboarded a new MGA with full underwriting and claims authority.**

The client was seeking tailored due diligence as they onboarded a new MGA with full underwriting and claims authority. The due diligence paid particular focus on any issues hindering their operational efficiency and regulatory compliance, and suggesting improvements to their protocols. However, during the course of this process, the experts at Pro Global uncovered significant observations that needed to be addressed immediately, including lack of licences in certain lines of business, and improvements that could be made to policy form language.

## **Pro Global's Solution**

Pro Global's specialised audit team includes subject matter experts in each key area.

### **WHAT WE DID**

This allows specialists in compliance, IT, accounting, etc. to focus on specific areas. The team was able to proactively and professionally raise any pressing oversights as priorities with the client, and applied a protocol to allow any licensing issues to be addressed promptly and effectively in the future.

The client was very grateful that the Pro team had taken the initiative to provide guidance on issues that were technically outside of the project scope, demonstrating a true partnership to improve their overall operation. As a result, the client and the experts at Pro Global are exploring ways to expand our working relationship.

## Benefits of working with Pro Global

By leveraging Pro Global's expertise, the client gained actionable recommendations, streamlined processes, and enhanced compliance, paving the way for improved operational performance and regulatory adherence.

The Pro Global team provided invaluable insights into the issues at hand while tailoring our approach to the audit client to foster strong collaboration in order to achieve clear benefits.

**“Our collaboration with Pro Global’s Audit team was instrumental in addressing critical issues and improving our processes, and we have been very impressed with the proactive and diligent experts on the team.”**

**- Client Representative**



## Thank you for reading

Pro's specialist experts often uncover hidden issues when providing tailored claims, coverholder or technical audits and due diligence processes. For us, this is not just a tick-box exercise and our fully accredited team cares deeply about raising standards and improving processes across our industry.

Please get in touch to find out more about our audit capabilities.

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