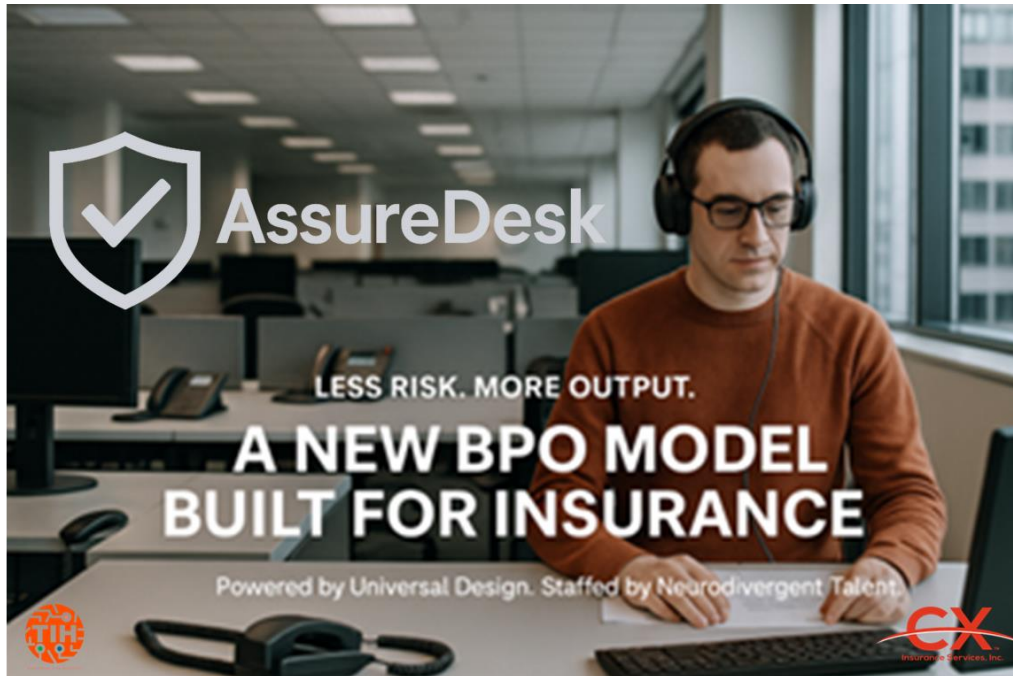


AssureDesk FAQ

A partnership between The Independence Hub and CX Insurance Services



◆ What is The Independence Hub (TIH), and what makes it different?

The Independence Hub is a nonprofit workforce engine focused on the insurance industry. It creates structured employment pathways for individuals—especially neurodivergent professionals—who are often screened out by traditional hiring systems.

TIH delivers outcomes through awareness, recruiting, credentialing, and task-based performance—built to meet the operational needs of the insurance sector.

◆ What is AssureDesk?

AssureDesk is a business process outsourcing (BPO) service developed by The Independence Hub (TIH) in partnership with CX Insurance Services (CXIS). It delivers fulfillment and back-office support for insurance operations, including:

- Quote follow-up
- Appointment and carrier paperwork

- Application intake and processing
- Renewal prep and policy administration

AssureDesk is in early-stage deployment. TIH is hiring staff now and expects to sign and launch its first client within the next 30 to 60 days.

◆ What makes AssureDesk different?

AssureDesk solves two problems at once:

1. Insurance organizations need reliable, process-focused talent.
2. Capable individuals are being filtered out by hiring systems that don't reflect how they actually work.

What makes this model different:

- **Structured Evaluation:** Participants begin with a 60-day, paid engagement, working 20–30 hours per week.
- **Tiered Roles:** Every worker is placed in one of three tiers—Triage, Core, or Lead—based on complexity and responsibility.
- **Operational Support:** Weekly 1:1s with TIH leadership are used to identify friction, clarify expectations, and track job fit.
- **No Client Supervision:** All training, management, and oversight are handled by TIH.

The focus is not on “inclusion.” It's on delivery.

◆ What types of work does AssureDesk support?

AssureDesk is built specifically for insurance fulfillment workflows, including:

- Application and quote follow-up
- Carrier onboarding and appointment setup
- Form intake and policy documentation
- Renewal prep and midterm servicing support

Tasks are scoped and defined through service-level agreements (SLAs). All work is reviewed and quality-checked before client delivery.

◆ How is the work structured?

Participants work 20–30 hours per week during a 60-day evaluation period. Compensation is tiered:

Performance, reliability, and fit determine advancement.

TIH manages all onboarding, workflow integration, quality control, and reporting. Clients receive completed work—no direct oversight required.

◆ Who provides the talent?

All workers are sourced and managed by TIH. Many are neurodivergent professionals with strong pattern recognition, sustained focus, and task-oriented strengths—exactly the traits required in high-friction insurance processes.

They are not placed through interviews. They are evaluated through actual output. Every placement is performance-based.

◆ Who can use AssureDesk?

AssureDesk is currently available to:

- CXIS clients
- Members of the TIH Advisory Board

This limited access ensures quality, accountability, and trust as the model expands.

◆ What happens after the initial 60 days?

Depending on performance and business need, AssureDesk participants may:

- Continue in BPO delivery roles under TIH
- Be hired directly by CXIS or CXIS clients
- Be referred to TIH Advisory Board companies

There are **no placement fees**. Transition options are based strictly on live performance inside real workflows.

◆ Is this a diversity or DEI initiative?

No.

“AssureDesk is not a DEI play. It is a business performance solution designed to:

- Reduce administrative load on licensed staff
- Increase retention and reliability through structured support
- Build a trained, credentialed workforce the industry can trust”

(Source: Internal strategy document)

TIH leads with business need. The fact that many participants are neurodivergent is not the pitch—it’s the advantage.

◆ How do insurance clients engage?

AssureDesk is hiring and preparing for first deployment now. Organizations aligned with CXIS or TIH’s Advisory Board can begin onboarding conversations.

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