

INSURANCE CLAIMS PROCESSING SERVICE AGREEMENT

This Agreement ("Agreement") is made effective as of March 15, 2024, by and between Apex Insurance Services, LLC ("Provider"), located at 200 Claims Drive, Chicago, IL, and SecureLife Insurance Co. ("Client"), located at 100 Policy Lane, Hartford, CT.

1. SCOPE OF SERVICES

The Provider agrees to deliver comprehensive insurance claims processing services, including:

- Claims intake and indexing
- Eligibility verification and documentation review
- Adjudication of claims in accordance with Client policies
- Fraud detection and flagging
- Appeals and dispute resolution handling
- Monthly reporting and dashboard delivery

2. TERM

The Agreement shall begin on March 15, 2024, and continue for 24 months, unless terminated earlier in accordance with Section 8.

3. FEES AND PAYMENT

The Client shall pay:

- A monthly base fee of \$25,000, and
- \$2 per processed claim on a pay-per-use basis.

Invoices will be issued monthly and are due within 20 days of the invoice date.

4. DATA PRIVACY AND SECURITY

The Provider shall implement industry-standard security protocols in accordance with GLBA, HIPAA, and other applicable regulations to protect sensitive claim and policyholder data.

5. PERFORMANCE METRICS

The Provider agrees to meet or exceed the following service levels:

- 98% claims accuracy rate
- 95% first-pass resolution rate

- Less than 3 business days average processing time

6. CONFIDENTIALITY

Each party agrees to keep all confidential, personal, and proprietary information private. This obligation survives termination of the Agreement.

7. COMPLIANCE AND AUDIT

The Provider shall remain in compliance with all applicable state and federal insurance laws. The Client may conduct audits with 15 days notice.

8. TERMINATION

Either party may terminate with 30 days written notice. If terminated early without cause, the Client shall pay the Provider a prorated balance of the base fees for the remainder of the term.

9. INDEMNIFICATION

Each party shall indemnify and hold harmless the other from any losses or liabilities resulting from breaches of this Agreement or applicable laws.

10. LIMITATION OF LIABILITY

Neither party shall be liable for any indirect or consequential damages, except in cases of gross negligence or willful misconduct.

11. GOVERNING LAW

This Agreement shall be governed by and construed under the laws of the State of Illinois.

IN WITNESS WHEREOF

The parties have executed this Agreement as of the date first written above.

Authorized Representative

Apex Insurance Services, LLC

Authorized Representative

SecureLife Insurance Co.