

# New Outsourcing Company Capitalizes on Industry Retirees

**W**ork At Home Vintage Employees (WAHVE) is a new company that employs skilled insurance industry retirees located in the U.S. to provide remote staffing for insurance agencies and brokerages. Using an innovative work-at-home model, WAHVE offers full back-office and customer services.

WAHVE was founded by Sharon Emek, partner at CBS Coverage Group. She was involved in the development of the Insurance Exchange, sponsored in part by LexisNexis and The Council.

“The industry has been suffering from a shortage of qualified, well trained, insurance-literate employees,” says Emek. “This shortage will be exacerbated not only by the huge baby boomer population that is beginning to retire but by zero growth in the younger population. Agencies and brokerages currently have highly paid staff spending up to 50% of their time doing processing work.

“You’re going to get someone highly trained in the American system. They don’t just check the policy and complete the process. Our people can handle the entire process. It’s really a different level of work,” says Emek.

WAHVEs may have left full-time employment, but—for various reasons—they want to continue working at some level within the industry. Some of Emek’s employees previously handled the highest-level accounts at the biggest brokerages. “They still want to work, but they want to change the quantity, the balance,” says Emek.

“WAHVE should be of particular interest to Council members,” says Frank Sentner, acting director of strategic technology at the Council of Insurance Agents & Brokers. “Some have already outsourced overseas, but others have held off, preferring not to go abroad for services.”

“Basically, Sharon saw a need, then verified it through research. She began the whole process with an industry survey to determine who was out there and what kind of qualifications they had that would appeal to the needs of brokerages and agencies,” says Sentner.