

TPA Questionnaire

The following are good things to get answers to from a due diligence perspective when looking to work with TPA's/Vendor's:

- 1) What is their customer service track record in the last 10 years? Can this be verified through a third party such as the Better Business Bureau?
- 2) Has a litigation/complaint search been done on this TPA/Vendor and/ or any affiliates, and/or the principals of the entities via the internet?
- 3) What is their E&O loss history over the last 5 years? What is their E&O loss history for the current 12 months, updated currently (for today's date)? Has this all been verified by current carrier loss runs?
- 4) Are E&O coverage, and where applicable, cyber insurance policies currently in place? If so, are appropriate limits of liability and retentions, along with coverage, currently in place? Many TPA's have inappropriately small limits.
- 5) Are the contracts to be used for the engagement(s) fairly written to not unfairly encumber you from a liability standpoint?
- 6) What is the financial health of the TPA/Vendor?