

TPAs • PENINSULA INSURANCE BUREAU

From Field Adjusting to a Full-Service TPA

A regional field adjusting firm moved into third-party administration for the E&S market, and needed one system that could carry dozens of client contracts, each with its own rules for money and compliance.

THE CLIENT, NAMED

Peninsula Insurance Bureau (PIB), third-party administration in the E&S market

THE SEAT

TPAs

RUNS ON

VCA ClaimsCore

ON THE RECORD

**Figure published.
Renewed with VCA
in 2026**

THE RESULT

40%

Less administrative work, with manual memos and billing automated

From the PIB case study, under “time savings through automation”.

In a fast-moving environment, we needed flexibility, VCA enabled us to serve clients with unique requirements while keeping everything organized, auditable, and efficient.

PIB’s CIO and Analyst Programmer,
from the PIB case study

THE OPERATION

A TPA with Dozens of Rulebooks

Peninsula Insurance Bureau has handled claims since 1990. It began as a regional field adjusting firm and moved into third-party administration for carriers, syndicates and coverholders in the excess and surplus market.

A TPA answers to every client it handles claims for, and PIB carries dozens of Lloyd’s and TPA contracts, each with its own financial tracking and compliance standards, with a fully remote team of more than 150.

Every contract, its rules

Tracking and compliance differ by client.

Hundreds of bank accounts

Each one has to stand up to an audit.

A team working anywhere

Every claim and payment in one place.

WHAT CHANGED

One environment, configured client by client

01

The condition

Claims setup, data extraction and reporting by hand, and workflows that could not change from one client to the next.

02

The change

Claims, documents and financials in one environment, with client-specific templates, compliance workflows and custom data fields.

03

What it left

Memos and billing automated, clients reading live claims data through API integrations, and staff onboarded within days when a catastrophe hits.

INSIDE VCA CLAIMSCORE

What a TPA configures on the claim

The case study describes the work, not a module list, so this document names VCA ClaimsCore only. These are part of the platform on its own.

- ✓ **Client-specific setup.** Fields, rules, workflows and templates change in a no-code admin console, client by client.
- ✓ **Money on the claim.** Reserves and payments are recorded on the claim with their history, by client.
- ✓ **Letters and reports from the claim.** Word-based letters and reports fill from the claim, and email is logged to it.
- ✓ **Time, expense and invoicing by client.** Invoices follow each client's fee schedule.

THE SECOND RESULT

In 2026 PIB renewed its partnership with VCA. The renewal record sits on vcasoftware.com/results/.

HOW THIS STORY IS SOURCED

PIB is named because its case study and its 2026 renewal both name it. The figure is the case study's own, in its terms, with nothing converted to hours or attached to a claim count. The case study gives no implementation duration or module list, so this document gives neither.

Bring us a claim where the promise was hard to keep

Bring the client contracts you administer today, and we'll show you how ClaimsCore carries each one's rules on the claim.

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Online, with the other case studies: vcasoftware.com/resources/case-studies/tpa-growth-from-field-adjusting/