



# WHO WE ARE

As a leading provider of embedded protection, Protecht is dedicated to improving the digital consumer purchase experience at the point of sale. **We couple protection products and distribution technology to challenge the traditional norms of the experience economy.**

The end-consumer is at the core of everything we do. It's important to understand consumers' passions and imperative to meet them where they live and purchase online. When we created Protecht, we set out not only to help our clients increase profits and purchase confidence, but also to empower the end consumer to live life to the fullest. **We protect what matters.**



PROTECHT'S FANSHIELD  
TRUSTPILOT RATING:  
**EXCELLENT**  
  




## **WE'RE RESPONSIVE & HAVE A SHARED COMMON GOAL.**

Our goal is to provide the best product service and financial plan to maximize success for your consumers. As an agile leader in the industry, we have the ability to negotiate with only the most-trusted underwriting leaders to back our company and products.

## **WE'RE BUILT FOR THE ENTIRE LIVE EVENTS ECOSYSTEM.**

Protecht was designed to focus heavily on managing the needs of the live events ecosystem by rapidly providing updates, changes and adjustments - even licensing. These tasks would typically be the provider's responsibility, but can now be proactively handled by Protecht.

## **WE GROW ALONGSIDE OUR PARTNERS & OUR INDUSTRY.**

Protecht was built first and foremost for the live events industry. Once integrated, we constantly do our due diligence to ensure we are offering the best solutions to companies as we grow alongside their success.

## **WE'RE INNOVATING FOR THE FUTURE OF LIVE EVENTS.**

We are enthusiastic about being part of the significant role live events play in bringing people together. We're in a unique position to provide the opportunity for the world to connect to artists and entertainers with peace of mind. Together, we will **#ProtechtWhatMatters.**

# MARKETPLACE APPROACH

**PROTECHT CONFIDENTLY AND CONSISTENTLY DELIVERS THE MOST ATTRACTIVE BESPOKE PRODUCTS AND SERVICES THROUGHOUT THE ECOSYSTEM.**

**We place the power to protect consumer experiences back into our clients' hands by using our proprietary, award-winning, PCI-compliant technology to build solutions that:**

- Lend consumer-buying confidence with one click during checkout.
- Convert on-the-fence buyers.
- Create an uptick in sales by increasing overall online conversions.
- Offer secure, scalable, seamless integration.
- Create brand loyalty for higher consumer LTV.
- Decrease refund exposure and chargebacks.
- Enable enhanced inventory control.
- Highlight real-time data and analytics.
- Deliver 11-Star customer service pricing and distribution options, including which perils you wish to cover.



# OUR AWARD-WINNING TECHNOLOGY



## WE ARE A SAFE, COMPLIANT AND CONSERVATIVE TECHNOLOGY PARTNER:



## WE OFFER THESE PROPRIETARY SYSTEMS AND IP THROUGHOUT OUR ECOSYSTEM:

- Modular iFrame Widget
- Inventory Control
- Consumer Claims Dashboard and Communication Portal
- Multi-Tenant Merchant Dashboard

We annually certify our SOC certifications, our PCI level 1 ROC, our CCPA and GDPR.

Protecht is paramount for a platform that promotes the security of its consumers, while also looking for the greatest scale of sessions in the industry.

# POWER OF THE PROTECHT WIDGET

## FUTURE-PROOF

The Embedded Widget was built and designed to keep up with technology changes and advancements. With seamless integration and a flexible API configuration, Protecht provides the ability to scale your business demands.

Your company will be partnering with the best InsurTech solution for online experience purchases. As your protection partner, Protecht is the only protection product on the market that is built and designed to process claims on an enterprise scale.

## DRIVE CONVERSIONS

By providing the option to add protection to their purchase, you are providing peace of mind to your consumers. Additionally, capturing on-the-fence buyers results in increased clickthrough rates, larger cart totals, and multiplied revenue.



 POWERED BY **PROTECHT.**

## BY ADDING PROTECHT:

Your customers will order from you with the satisfaction of having their purchases protected; a better buying experience which leads to loyal consumers and repeat sales. There will be no delay to the checkout flow, giving consumers a seamless checkout experience while providing peace of mind.

# OUR REAL-TIME REPORTING PLATFORM

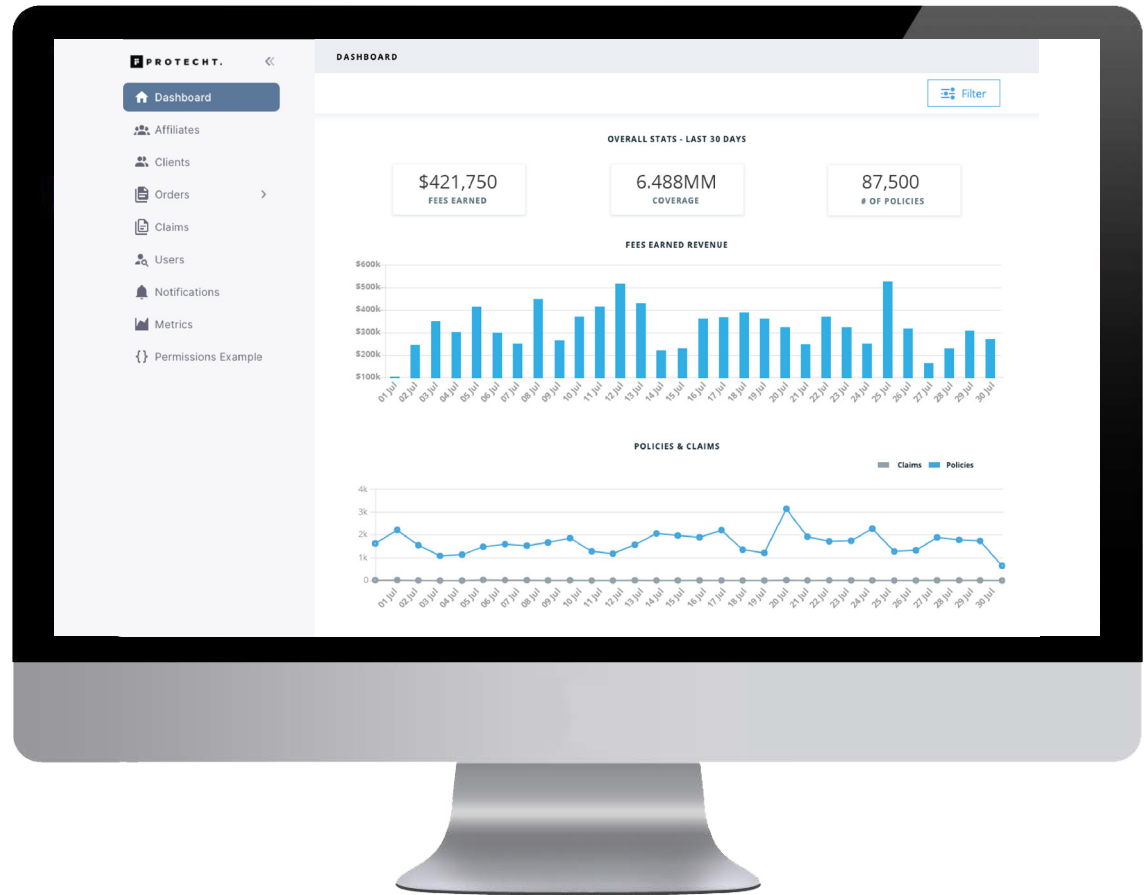
Companies can now streamline and manage their systems with our Dashboard, taking centralized data management to a whole new level. The platform provides access control and tracking of all affiliates, as well as settings for a merchant-level hierarchy.

The Dashboard provides the most up-to-date, real-time information across multiple channels, all while concurrently managing invoices and fees earned.

## INVENTORY CONTROL

Notification Hub is our proactive notification system for mass alert delivery to platforms and organizers. By default, this is automatically enabled for all insured policyholders.

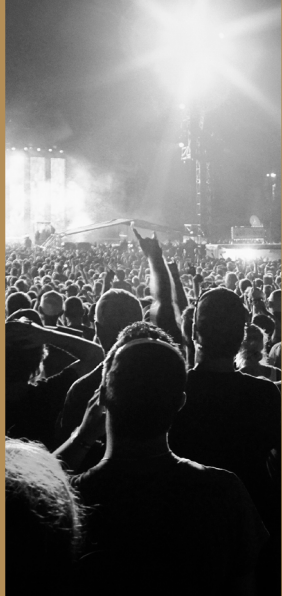
Upon claim approval or any other customizable trigger, a notification can be sent via web hook, email or SMS. This keeps organizers and platforms, as well as clients and end-consumers, fully informed.



# PROTECH PRODUCT GUIDE

## FANSHIELD PRODUCT SUITE

### SPECTATOR



**FANSHIELD**  
POWERED BY PROTECH

Ticket cost protection for event attendees.

### PARTICIPANT



**REGSHIELD**  
A FANSHIELD PRODUCT

Registration fee protection.

### DESTINATION



**TOURSHIELD**  
A FANSHIELD PRODUCT

Booking expense protection for travel and tours.

### ACCOMODATION



**STAYSHIELD**  
A FANSHIELD PRODUCT

Accommodation reservation protection.

## E-COMMERCE

### SHIPPING



**SHOPGUARANTEE**  
POWERED BY PROTECH

Consumer eCommerce shipping coverage.

## CUSTOMIZABLE PRODUCTS

### WHITE LABEL

A more customizable variation of our FanShield Suite, showcasing your personal brand identity.

### BESPOKE

Sometimes a custom-tailored solution is the only solution. Our bespoke program is designed to meet your specific needs.





# WHITE LABEL

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**OUR WHITE LABEL OFFERING PROVIDES A COMPREHENSIVE AND CUSTOMIZABLE PACKAGE ACROSS THE EXPERIENCE ECONOMY.**

**These offerings will showcase your personal brand identity.**

- Allows you to offer your consumers the option to purchase an included or optional refund protection for their experience using your customized branding and flexible pricing.
- As the merchant of record, you promise your consumers an enhanced refund program “Serviced by Protecht”.
- You are able to exercise complete authority over dynamic pricing and customer offer type options.
- On your behalf, Protecht will place a liability policy behind the scenes to reinsure the liability of the “promise.”
- Protecht will also build and manage custom administrative services, including customer service, enrollment requests, refunds, reconciliation, and data analytics reporting.

# FULLY BESPOKE PACKAGE

**SOMETIMES A CUSTOM-TAILORED SOLUTION IS THE ONLY SOLUTION.**

**Our bespoke program is designed to meet your specific requirements.**

- While our products were created to meet the needs of most partners, there may be situations where it's best to tailor and customize a bespoke package to fit specific requirements.
- In these cases, we are ready to think creatively to develop a unique package that meets your needs and alleviates your challenges.
- With our support, you can manage your own protection program. You can maintain a close relationship with your consumers without having to act as a mediator or dedicate precious engineering resources.



# WHO WE WORK WITH

- Over 50 Marketplaces and Ecommerce Platforms
- Tens of Thousands of Live Events
- Tens of Millions of Loyal Fans



# OUR UNDERWRITERS & PARTNERS

**WE'RE BACKED BY THE BEST SO WE CAN  
OFFER YOU THE BEST.**

While our carriers fill all sorts of needs, we build our offerings around what our partners and end-consumers need, not the other way around.



**LLOYD'S**





## WE LIVE IN AN ALL EXPERIENCE ECONOMY

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At Protecht, we're here to help protect your consumers' experiences, wherever they may take them. We understand that sometimes unexpected events can get in the way of plans, which is why we're committed to providing the best protection possible. As we continue to grow and evolve, we're focusing on the experience economy and finding new ways to enhance our offerings.

That's why we're thrilled to offer a **fully customizable white label offering** that covers everything from travel and accommodations to RV rentals and race registrations, in addition to the ticket protection we built our company upon.

**Our goal is to make sure the experiences are unforgettable for all the right reasons, and we're passionate about making that happen.**



**PROTECHT.**