



In This Period Of Economic Crisis, Maybe It's Time You Took A **Closer Look** At What You're REALLY Getting For The Money You're Spending On IT Services And Support

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Anthony DeFede – TCE Insurance Services, Inc.

Dear Colleague,

If someone could prove to you that tens of thousands of dollars were being unintentionally “stolen” from your agency management or brokerage software while simultaneously exposing, you and your insureds data to cyber criminals. Would you want to know about it?

My name is Walter Contreras, CEO of Motiva Networks. We are a specialty IT firm, **that works with Independent Insurance & Mortgage Companies and for CEOs like you that are profit-centric to IT**. Our deliverable is MONEY, EFFICIENCY and peace of mind (SECURITY). Our approach is unique: We ensure your IT systems and investments actually drive profitable growth and shareholder value, not just “make your computers work.”

Maybe you've heard about us through the Big “I” or the PIA, or recognize one of the clients we currently support, such as Interstate Home Loans or TCE Insurance, two of many.

I do realize that my opening claim may seem “sensational,” and that you'd be tempted to throw this letter away thinking I'm just another crackpot consultant looking for a paycheck. Maybe you think, “we're fine.” It's natural to insist, “Not in MY agency,” “My brokerage is fine,” or to think your IT team or company has you covered.

But I can assure you of this: Like Sherlock Holmes, I have never failed to find significant and preventable losses that were occurring in the companies I've audited – and it's my firm belief that right now, this very minute, such losses are occurring in YOUR brokerage. You ARE being underserved and left unprotected. If you have even a *sneaking* suspicion that even some of this is true, at what point would it be irresponsible to be “too busy” to investigate it?



This was a reality for First American. Their business was leaking customer data for years and they were fined millions, multiple times by DFS for repeated violations. Now they've been scrambling to get some form of business back up and running after losing trust and good faith. They thought they were safe but a vulnerability in their information systems exposed hundreds of millions of customer's sensitive data over years to the dark web. The sad part is they had been warned about these vulnerabilities previously but thought, *"This would never happen to me."*

I'm So Confident In My Ability To Demonstrate How You're Being Underserved That I'll Guarantee It

Because I'm so confident in what we do, I'm willing to make you the following good-natured bet: If I am unable to satisfactorily demonstrate how we can improve your bottom line through lower IT costs, improved efficiencies, better workflow, and higher productivity, as well as reveal inadequate cyber security and compliance protections, then I'll donate \$200 to the charity of your choice. *It's that simple.*

Why would I do this? **Two reasons.**

First, I know your time is extremely valuable and you don't have time to mess around with companies that don't have anything of value to offer. By putting my money on the line, you can see how serious I am about not wasting your time.

Second, with the economic crisis caused by inflation, it's more critical than ever to watch every penny. I've spent the last 25 years perfecting our ability to deliver profit-focused IT – and we're really good at it. That's why I simply want the opportunity to prove ourselves.

Here Are A Few Of The Ways Money Is "Unintentionally" Exiting Your Agency

Grossly Inadequate Data Compliance And Cyber Security Protections

When a cyber-attack happens, the losses stack up and multiply. First, there's an instant loss of productivity. At best, you're crippled. In the worse cases, you're completely shut down, unable to transact, unable to deliver insurance services and claims to clients and unable to operate. In other cases, thousands if not millions of dollars are drained directly from your accounts without any chance of recovery.

Then you have the loss of critical insured's data, reputational damages, potential lawsuits and government fines. **The epicenter of this disaster lands DIRECTLY on YOUR desk for YOU to deal with** – a problem that WILL significantly undo your best laid plans for growth and progress.

Yet despite this, we have found 9 out of 10 insurance and mortgage companies that we've assessed are GROSSLY unprepared and unprotected from a ransomware attack or other major cyber security event EVEN THOUGH they have invested heavily in IT staff and resources. Before we showed them *irrefutable* evidence of



these inadequacies, the CEO was convinced his “IT team had it handled.” A ticking time bomb.

Chronic IT “Glitches” And Downtime

As the saying goes, “Overhead walks on two legs.” Any CEO knows that unproductive, distracted workers not only kill profitability, but increase the chances of mistakes, missed deadlines, sloppy work and low morale. *A frustrated team is not a productive one.*

Yet we find that most CEOs don’t realize just how often their employees are being interrupted and distracted due to recurring IT failures because it’s “hidden” from them. Many are shocked to discover their employees are dealing with chronic IT problems that are constantly getting in the way of serving clients, closing policy deals, and doing their job, forcing them to stop what they are doing, re-doing the work they just spent hours doing, or possibly NOT doing what they are supposed to do. Just one hour of this a day adds up when multiplied over an entire year and your entire workforce. We resolve ALL of this.

“Maverick” Spending, Poor Utilization And Undisciplined Planning

Many companies we’ve audited have a mishmash of patch-work technology pieced together like an old quilt. A “Frankenstein” monster lumbering along. Nothing matches, nothing works as efficiently as it should and the entire IT system is awash in inefficiencies, duplicate and redundant resources and outdated technologies. Over time, pieces are added like band aides instead of being elegantly designed as a whole to maximize productivity and lower the total cost of ownership. Our approach is to eliminate ALL of this and ensure a well-crafted plan is put in place to maximize productivity, security and efficiencies.

Curious? Let’s Schedule A Brief 10-Minute Call To Discuss

The next step is simple: call my office at 646-374-1820 and reference this letter to schedule a brief 10 to 15-minute initial consultation. My personal assistant has been notified to look for your call and will put you through immediately. You may also send me an e-mail to [**walter@motiva.net**](mailto:walter@motiva.net)

On this call we can discuss your unique situation, any concerns you have and of course, answer any questions you have about us. If you feel comfortable moving ahead, we’ll schedule a convenient time to conduct our proprietary Multi-Point IT Systems Assessment.

This Assessment can be conducted 100% remote with or without your current IT company or department knowing (we can give you the full details on our initial consultation call). **At the end of the Assessment, you’ll know:**

- Where you are overpaying (or getting underserved) for the services and support you are currently getting from your current IT company or team.
- Whether or not your mortgage loan systems and data are *truly* secured from hackers and ransomware, and where you are partially or totally exposed.



- If your data is *actually* being backed up in a manner that would allow you to recover it quickly in the event of an emergency or ransomware attack.
- Where you are unknowingly violating Federal Data Breach Laws, DFS 23 NYCRR 500, or other data laws and regulations.
- How you could lower the overall costs of IT while improving communication, security, and performance, as well as the productivity of your employees.

Fresh eyes see things that others cannot – so at a minimum, our free Assessment is a completely cost and risk-free way to get a credible third-party validation of the security, stability, and efficiency of your IT systems.

At The End Of This Assessment, One Of 3 Things Will Happen

Option 1 is that you'll love the plan we provide (and may be shocked by what we uncover) but may decide to implement it on your own. If that's the case, we'll wish you the best of luck and hope you'll keep us in mind for future projects.

Option 2 is that you'll love the plan and will want my team's help in implementing it. If that's the case, we'll knock it out of the park ... and that's a promise I'll guarantee.

Or finally, in the unlikely and unprecedented event that you feel like you wasted your time and have NOT demonstrated, to your satisfaction, how to lower your IT costs and dramatically improve your situation, we will send a check for \$200 to your charity of choice, no questions asked.

Think about it: the “worst” that can happen is you get \$200 to your favorite charity for having an independent, credible third party validate the security, efficiency and stability of your IT systems. **To get started, please call or e-mail me to schedule a quick initial phone consultation** to answer your questions and see if you'd like to proceed. I will have my assistant call you in a couple of days to ensure you've received this letter and to discuss how (if?) you'd like to proceed.

Awaiting your response,

A handwritten signature in blue ink that reads 'Walter C'.

Walter Contreras, CEO
Motiva Networks
walter@motiva.net

P.S. Not ready to meet yet? Then at least go online and download our FREE report, “The Cyber Security Crisis: Urgent and Critical Protections You Must Have in Place Now.” I've had numerous CEOs use this as a “pop quiz” to see IF their IT team could say “yes” to even half of what we've outlined here. Be prepared to be shocked. You can download it instantly at: **www.motiva.net/cybersecuritycrisis**

HERE'S WHAT A FEW OF OUR CLIENTS HAVE TO SAY



"The biggest single benefit for us is that there's always someone there to take our call and help us fix our issue or answer our question. When COVID19 hit, Motiva was really good during this stressful time since they were set up with the tools to have us work from home from the start. If someone was on the fence about choosing Motiva "Get off the fence and use Motiva."

Ellen Zuckerman, Interstate Home Loan Center, Inc.



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Anthony DeFede, TCE Insurance Services, Inc.



"Motiva has been great as a single source for solving all of our IT issues. They ensure that we are compliant with the requirements for the way Insurance Agencies protect the PPI data entrusted to them, which is extremely important. You should jump on board with them as your new IT Company. I'm confident in saying that Motiva is responsive to your needs, and their team is very capable of handling what your Insurance Agency needs."

Armond Schwing, Schwing Insurance Agency, Inc.



"Working with Motiva makes me feel safe. I know all of my customers' information is protected from cyberthreats. The entire team has been amazing at handling our calls and issues. Their customer service is second to none. Motiva's team is so patient, there's always someone who answers the call live. I know Motiva has my back, I highly recommend them."

Tricia Baratta, Comp Matters, Inc.



**Over 350
5-Star Google Reviews**



The Top 9 Reasons Why Companies Hire Motiva For Their IT Services And Cybersecurity Compliance!

- 1 We Have Deep Expertise in How Small to Medium Size Independent Mortgage & Insurance Agencies Operate their businesses. We SPECIALIZE in Manage IT services, Cybersecurity and Compliance for small and mid-sized companies in your area. We are extremely proficient with AMS 360, Applied Epic, HawkSoft, Encompass, PC Lender, to name a few.
- 2 We are the only IT Firm that can assure compliance with the Financial and State Department Cybersecurity Regulations. Our clients hire us when they want to make sure their IT systems are in compliance with the State's Laws. Motiva's Compliance as a Service is a "Done for you" compliance assurance. We hit every bullet point the law requires and monitor your systems for cyberattacks 24/7/365
- 3 We Answer Our Phones LIVE. You'll never call our office and be put into voice-mail Hell. Quality, professional support is always just a phone call away.
- 4 We do not OUTSOURCE anything. We have 15 plus engineers on staff, so you don't have to wait for someone to pick up your call and help you immediately. Unlike most IT firms who outsource their work to other companies we decided that your data is far more important than cutting cost.
- 5 We Include 24/7/365 Technical Support at no EXTRA COST. We also offer after-hours and weekend support at NO EXTRA COST. Because we understand the work week isn't 9 to 5.
- 6 We Guarantee A 93-Seconds or less Response Time or your Money Back Guarantee. If you have an IT emergency that is preventing you from working, we guarantee to have a qualified tech working to resolve it in less than 3 minutes. We write in our contracts that if we fail to meet that standard, that month's IT support is on us.
- 7 Cybersecurity is Paramount. At Motiva we enforce Cybersecurity Best Practices to all our customers. We educate your team on cybersecurity threats and implement a robust cybersecurity monitoring and remediation system to keep your network safe and compliant with State Laws.
- 8 Dedicated Account Manager, our pledge to you is that you won't be passed on to people you don't know or understand your needs. All of our account managers have been with us since the beginning.
- 9 Most Documented 5 Star GOOGLE Reviews of any IT Company. We have the most documented 5 Star Google Reviews than any other IT Company we know of. That's not us saying it, it's our customers. Read hundreds of comments from Real Businesses, we help every day.



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