The Information Center

An Exclusive Member Benefit

The LOMA Information Center provides an extensive library of tools and resources to help you navigate the industry with confidence.

Think of us as an extension of your resources, responding to over 15,000 requests annually.

Need Information?

Whether you need a quick answer to a question, assistance with an in-depth research project, or access to global industry data that is fact-based and timely, we're here to connect you with the information you need.

Working under a deadline?
Kindly let us know. Our typical response time is two business days.

What Topics Are You Interested In?

We've got you covered, with research on these popular topics and more:

- Metrics, training, and career paths for contact centers
- Industry practices for claims processing
- Work arrangements and wellness engagement
- New business and underwriting department staffing, structure, and digital business
- Technology Initiatives including cloud computing, application programming interfaces, and wearables

Five Powerful Capabilities With Breadth and Depth

Professional Reference Librarians:
Our team has a combined 137 years of tenure and deep knowledge of our industry.

Resources: Access to 6,000 business journals and reports through subscription databases, in addition to 80+ direct-access business and industry publications.

Research Summaries: Concise summaries of frequently requested and emerging topics, such as service-level metrics, quality goals, claims processing, new business efficiencies, and workplace benefits solutions.

Quick Queries: Concise summaries of frequently requested and emerging topics, such as service-level metrics, quality goals, claims processing, new business efficiencies, and workplace benefits solutions.

Archives: Access to a library of publications, Resource magazine archives, photos, conference materials, and committee reports important to the industry's history.

ask us.

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Navigate With Confidence