

POLICYHS

AN ELECTRONIC CUSTOMER EXPERIENCE FOR SERVICE FORMS

PolicyHS® (Policy Holder Services) allows service forms to be completed in an electronic experience. Through the use of online wizards, consumers, agents, advisors and/or call center representatives enter the needed data and electronically sign and submit making the experience easier, accurate, and less costly.

MAILING SERVICE FORMS TAKES TIME

Customers call your policy service center to make changes to their policy—a change of address, change of beneficiary, or to take a loan on a policy. Each request requires a form to be completed by the policy holder, signed and returned to the carrier. These forms are typically mailed to the policy holder from the call center. Clients who need to complete the forms sign them and mail them back. That takes 17 days on average. PolicyHS eliminates inefficiencies and reduces the workload on call centers by combining Web-based access to policy holder forms with e-Signature and e-Submission to streamline what is traditionally a labor-intensive and costly process.



SAVE TIME AND AUTOMATE YOUR PROCESS

Most policy holders don't know what sections of the form to complete, what to fill in or leave blank, and where to sign. The result is that these forms are received with missing data, incomplete signatures and frustrated customers. The industry average on manual change form is a 40 % Not in Good Order (NIGO) rate. Even if a form comes back in Good Order, the processing center manually reviews it, scans it for imaging purposes and manually enters the data into their systems. Often times, signatures on change documents are compared to previous signatures on file for validation purposes, creating security concerns.

IMPROVE YOUR CUSTOMERS' EXPERIENCE

PolicyHS provides customers with a seamless experience to complete change forms electronically. The policy holder is walked through by a dynamic wizard, preventing data entry mistakes, generating questions on the fly and completing the process with e-Signature and e-Submission that returns the form back to the carrier in minutes. Carriers can take advantage of straight-through processing by receiving back an image of the completed forms and the data in XML format for purposes of digesting it directly into their administration system.



FEATURES:

Pre-built set of wizards and workflows, containing the most common 14 change forms out-of-the-box

Secure e-Signature functionality pre-integrated with DocuSign

Authentication methods including ID check and phone-based authentication

Pre-populated fields with data from carrier admin systems

Highly intuitive user interface

XML feed for data integration into admin systems

BENEFITS:

Increase customer satisfaction

Eliminate NiGOs for 100% in Good Order policyholder service forms

Accelerate response to policyholder requests and cuts response times and delays

Reduce annual administrative cost for the insurer through automation and reduction in cycling

Automate data integration with carrier administrative/back-end systems