Insurance journey

SIGMA CONNECTED

Quote

+28 – 0 days

Quotes via:

- Aggregator/ comparison sites
- Broker
- Direct insurer
- Underwriting

Channel: Voice, Webchat, Online / Portal

Support functions

- Claims management - FNOL, repairer network selection
- Credit control - defaults, cancellations, account reconciliations and bordereaux payments
- Vulnerable customer care, payment plans

Sale

- Premium financing (Monthly)
- One-off payment (Annual)
- Document fulfilment

Channel: Voice, Webchat, Online / Portal

Policy administration

- Onboarding / welcome calls
- Resend documents
- Policy / cover queries
- NPS / Customer service surveys

Channel: Voice, Webchat, Online / Portal, Social media

Mid term adjustments

- MTAs (Mid term adjustments)
- Policy changes

Channel: Voice, Webchat, Online / Portal

Renewal/ retention

-28 days

- Invitations
- Rebroking
- Save the sale
- Pre renewal calls

Channel: Letter, Email, Online / Portal

Regulation and governance

- Assurance and risk management - 3 lines of defence, thematic reviews, risk based monitoring, risk profiling
- Complaints management - Identification and resolution, SRC and FRL production, root cause analysis