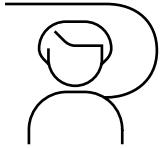




# Achieving excellence in claims management processing



Case Study



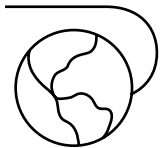
#### CLIENT PROFILE

The client is a global insurance and asset management company that serves over 90 million customers across nearly 50 countries.



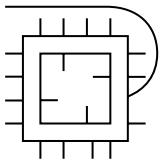
#### INDUSTRY

Insurance



#### FOOTPRINT

The client, known for its outstanding claims management services, aimed for further improvement. This led to significant progress, including hiring more full-time staff, expanding to new locations, and enhancing its capacity to handle a wider range of claims processes.



#### OPERATIONAL OVERVIEW

SUPPORT CHANNELS: Front, Back-office

LOBS: Home, Automotive





## Business challenges

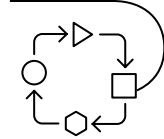
The client has been collaborating with TP since 2015, initially focusing on front-office tasks for various insurance products.

After the initial phase, they implemented the claims management operations, a strategic decision that also involved serving as an auxiliary site for the firm's internal teams. As with anything new, the operation faced various challenges, such as the need to reduce costs, improve customer satisfaction (C-SAT), and ensure compliance.



### **REDUCE CLAIMS PROCESSING TIME AND COST**

Proposing the appropriate service package to clients, like direct settlement or collaborating with authorized repair shops, helps reduce claim expenses and improve customer happiness.



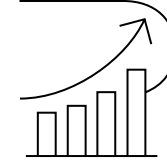
### **PERSONALIZE CUSTOMER JOURNEY**

The client needed to be more flexible and agile in providing customized assistance, particularly during emergencies such as severe weather conditions.



### **ADHERE TO REGULATORY COMPLIANCE REQUIREMENTS**

Following industry requirements is key to preventing legal or financial liabilities.



### **MANAGE THE COMPLEXITY OF CLAIM PROCESSES**

Optimizing productivity and managing diverse claims efficiently requires a skilled, loyal team, robust management, and tools for accelerating the learning curve.





## Solution delivered

TP applied its people, technology, and process excellence framework powered by emotional intelligence, enabled by AI.

Great emphasis is placed on hiring the right individuals for the job. Understanding that employees are a company's greatest asset, there's great care in selecting candidates who possess the necessary skills and qualifications. Ensuring we have the smartest, most tech-savvy, client-centric professionals in the industry, living a culture deeply rooted in our values to deliver efficient and empathetic customer experiences.

Once hired, the employees are provided with comprehensive training and onboarding programs to ensure that they are well-equipped to handle their roles. This not only enhances their performance but also increases their loyalty and satisfaction, leading to lower attrition and absenteeism rates. Under this program, a strong management ratio is maintained, and an expert team is in place to provide support and guidance to its employees.

To further improve customer expert performance, a four-week training program that combines theoretical knowledge with practical application is implemented. This is complemented by digitalized training modules, which enable modern and efficient learning.

There's also a two-month nesting period, during which the learning curve of the customer experts is closely monitored to ensure they are well-prepared for their roles.

Moreover, a coach ratio of one coach for every three untenured advisors is maintained, providing personalized support and guidance to its employees.

It also offers a career path development program, providing opportunities for advancement into roles such as compliance auditors, controllers, and managers.

### PEOPLE



HIRING THE  
RIGHT PROFILE



PROVIDING TRAINING  
AND ONBOARDING



CREATING A  
CAREER PATH



INCREASING  
EMPLOYEE LOYALTY  
AND SATISFACTION



LOWERING  
ATTRITION AND  
ABSENTEEISM



MAINTAINING A STRONG  
MANAGEMENT AND  
EXPERT TEAM RATIO



## Technology

TP's AI-powered claims management tools are designed to empower both customers and employees by streamlining the insurance claims process. With a focus on efficiency and emotional intelligence, these tools ensure a seamless experience for everyone involved.

For customers, AI technology simplifies and accelerates the claims process, making it straightforward and hassle-free. It's tailored to meet their needs, providing timely assistance and ensuring compliance at every step.

For employees, these AI tools are transformative. By automating routine tasks and offering real-time insights, they enable staff to focus on more critical responsibilities, boosting learning, performance, and job satisfaction. Additionally, fraud detection and peak demand management capabilities highlight the system's reliability.

Ultimately, TP's AI solutions foster an environment where customers feel heard and supported, and employees are empowered to excel.





## Service highlights

- Created a technical and compliance department for enhanced regulatory adherence and support
- Improved training and onboarding processes for increased employee loyalty and productivity
- Extended work from home (WFH) option to a larger number of employees to enhance employee satisfaction (E-SAT) and retention
- Implemented efficient tools for streamlined processes and improved claim settlement time
- Offered customers customized service options for lower claim costs and higher C-SAT
- Tailored support for a personalized customer journey, especially in emergency situations

### PROCESS EXCELLENCE

Optimizing claim settlement time

Proposing the best solution for client

Delivering support in case of emergency situations

Ensuring regulatory compliance

Personalizing the customer journey

Meeting the client's requests and KPIs

Building a stronger partnership with the client



Thanks to the implemented solutions, the client was able to achieve impressive results. These include a service level rate of over 95%, meaning that most service requests were met in a timely and satisfactory manner.

The handling of claims also received positive feedback from customers, with 87% of policyholders expressing satisfaction with the process. Furthermore, the client was able to successfully improve the settlement of motor claim through their partner garages by 10 points in less than 18 months.

In home claims, the client saw an improvement of over eight points in direct agreement rate. This means that a substantial portion of home claims were settled by directly paying the policyholder, making the process more efficient for both parties involved.

Finally, the client saw a 20-point decrease in attrition. This means that the client retained a higher percentage of their employees in these places.

### A PARTNERSHIP BUILT TO LAST

The strong and lasting partnership between the client and TP is built on trust, flexibility, agility, and high performance. TP's deep understanding of the client's business helps exceed KPIs and achieve shared goals, ensuring continued success.

+95%

SERVICE LEVEL  
RATE ACHIEVED

87%

C-SAT FROM  
POLICYHOLDERS

+10

POINTS PROGRESSION IN  
LESS THAN 18 MONTHS  
OF MOTOR CLAIMS ARE  
SETTLED BY A PARTNER  
GARAGE

+8

POINTS PROGRESSION IN  
LESS THAN 18 MONTHS  
OF HOME CLAIMS ARE  
SETTLED BY PAYING THE  
POLICYHOLDER DIRECTLY

20

POINTS DECREASE IN  
ATTRITION

