

Ai4Process Life Insurance Accelerator

A Customer Service for Insurance accelerator, with enhanced functionality to cater for Life Insurance processing

Life Insurance Specific Features

Features include new functionality for creating and persisting life Insurance policies, with enhanced back-end data models.

Real-Time Quotations

New real-time quotation generation engine, incorporating a risk assessment which includes wellness, lifestyle, and occupational factors.

Fully Customisable Risk Engine

Fully configurable risk thresholds enable businesses to adjust the amount of risk they are prepared to undertake when accepting straight-through quotations.

Intelligent Workflows

Intelligent processing of cases enables the identification of high-risk customers, and ensures they are routed to specialist teams and provides underwriters with the complete customer 360° view, thus allowing them to be able to refactor quotes quickly and effectively.

Straight-Through-Processing

Enhanced workflow for straight-through processing of standard Life Insurance applications, and enhanced referral and approval stages for handling higher risk applicants.

Omni-Channel Support

Customers enjoy a consistent experience across devices including mobile devices and web portals.

The Challenge

Legacy processes often lack flexibility when it comes to customer engagement and are historically overly reliant on unstructured data.

The Solution

AI4 Life Insurance reduces business over-heads and improves accuracy of data, by reducing the amount of unstructured data and streamlining customer experiences with straight-through-processing of low-risk applications and specialist treatment for higher risk cases.

The Benefits

- Straight through processing
- Real-Time client feedback
- Omni-channel support
- Intelligent, configurable workflows
- Fully customisable risk engine
- Built with scalability in mind