

Leverage Digitalization and Human Touch for Better Insurance Claims Adjustment

The current economic downshift has prompted many property and casualty (P&C) insurers to move toward more digital, customer-centric options. This shift exposes new challenges in terms of policy and claims management while contending with new operational costs and the potential for fraudulent claims.

In addition, today's consumers are more knowledgeable and digitally inclined, and prefer to work with an insurance company that can provide convenient and hassle-free claims, up-to-date information, and affordable premiums.

Addressing the Needs of the P&C Insurance Companies

Insurers must address the pain points of insurance adjustment while delivering the value and simplicity that consumers seek.

Up-to-Date Information:

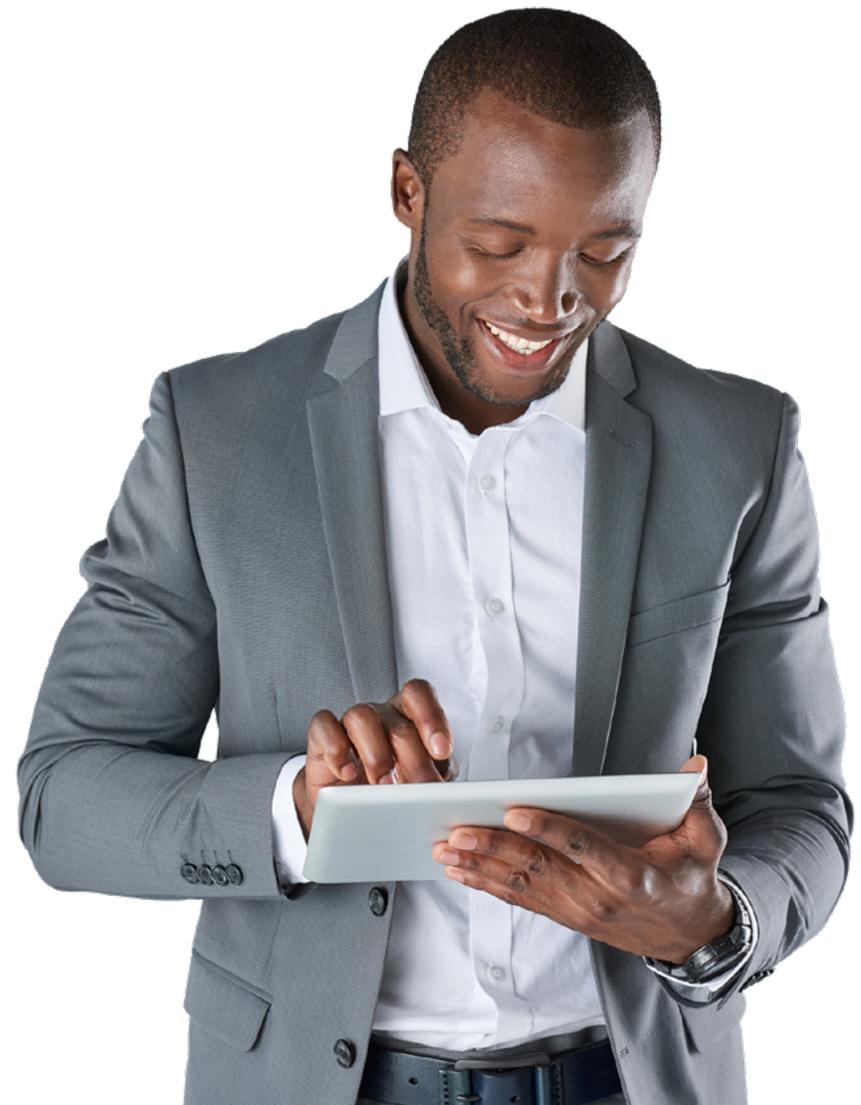
Keep pace with new insurance regulations and interpretations of coverage language, redefine consumer segmentation, and ensure compliance.

Digitalization:

Reduce manual processing and physical claims evaluation and interactions while heightening fraud detection, reducing redundant tasks, and increasing the productivity of adjusters.

Analytics:

Utilize consumer data to develop strategies to address changing patterns and trends while customizing policies.



Reshaping the Insurance Business Model

Teleperformance combines superior customer expertise with smart and simple operations that help you appraise, negotiate, and process insurance claims while ensuring more meaningful customer interactions and longer-term loyalty.



Our Service Capabilities

- Licensed service and claims adjuster expertise
- Full pre-licensing preparation and license/continuing education (CE) assistance for all P&C program candidates
- Dedicated licensing coordinators to maintain the license, CE, and compliance standards
- Custom solutions based on in-depth industry knowledge and experience
- Agile and flexible solutions to easily scale up or down as business needs change
- Technology, Analytics, and Process Excellence (T.A.P.™) framework
- Lean Six Sigma operational excellence
- Smart-shoring options, including TP Cloud Campus
- Proprietary technology tools



Our Solutions

- Collections
- Account Creation, Maintenance, and Servicing
- Customer Support
- Underwriting Operations
- Fraud Detection and Risk Management
- Consulting
- Security and Data Privacy



Our Global Presence

- Over 40 years of experience and leadership in the BPO market
- More than 330,000 employees
- Serving over 170 markets in 80 countries

Augmenting Insurance Knowledge With Empathetic Interactions

A 2019 Teleperformance Customer Experience (CX) Lab Survey measured the impact of including a human touch in customer service for auto insurance.

55%

of consumers are willing to recommend the brand

59%

are satisfied with the company

63%

are likely to remain as customers

83%

of consumer concerns were solved after the first contact

Deliver claims evaluations that meet the changing insurance landscape while adding value to consumers. Visit your state's Department of Insurance to learn more about state-specific requirements or [connect with us](#) to leverage our expertise.

"Simpler. Faster. Safer."