

Transforming Claims Processing Operations



Improving Customer Experience

Client

Leading insurance provider with presence in over 170 countries and over USD 400 Bn in assets under management.

Business Case

Client wanted to improve its customer experience by enhancing its claims processing operations for both Motor insurance and property and casualty insurance.

Client's Expectation

- Improved experience
- Faster claims processing
- Reduced cost of operations

Challenges in Claims Operations

- Multiple lines of businesses (Motor and P&C) to be serviced
- Catering multiple customer segments (personal, commercial, global corporate and municipal)
- Complexity in type of incident (fault/non-fault/Split fault)
- Multiple parties involved (customer, 3rd party insurance provider, insurance support service provider, repairers and solicitors)
- Multiple interaction channels to process customer requests voice, non-voice, from direct customers and agents

Market leaders view **“customer experience”** as a true differentiator to ensure the stability of their brands
 – *Ernst & Young Research*

65% Customers who were dissatisfied with the claims process were likely to switch providers
 – *Accenture Research*

Approach

- Developed multiple scenarios based on our strong domain expertise and experience in claims processing operations to ensure reduction in the time to process
- Our operations covered the entire lifecycle of the process right from FNOL, to claims set up, claims servicing, claims recovery and payment disbursement
- A customer centric approach to ensure the right help is suggested to the end customer and the requested support provider notified to improve satisfaction score
- Ensuring support to third party involved in the process

Engagement Highlight



Client accredited Mphasis as “Center of excellence” for first notice of loss (FNOL)



14+ years of relationship with the client



Improved Net Promoter Score of +65



CSAT score of 90.6%



Reducing fraud referral from 2.2% to 33%



\$1.5M for the client for the client

About Mphasis

Mphasis is a global technology services and solutions company specializing in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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