

Minimizing False Placement of Lender Placed Insurance by Proactive Outbound Calling



The Customer

National leader in the specialty insurance

Business Situation



Required to obtain updated insurance information on Escrow & Non Escrow loans across Hazard, Flood, Wind Earthquake and Auto Insurance for 1.7 M policyholders

Multiple Carriers involved:

- Farmers Insurance
- AllState Insurance Co.
- Safeco Insurance Company
- American Family Insurance
- Citizens Property Insurance Corporation
- Auto Owners Insurance
- USAA
- Liberty Mutual Insurance
- Nationwide
- State Farm

Challenges & Solutioning



Challenges:

- Calls: 10% voice mail, 7% unanswered
- 2% invalid numbers
- 7% exceed the AHT by 60% due to IVR navigation & extended holds

Tracked & prioritized calls to ensure insurance coverage information is obtained at least

10 days prior to expiration



Your team has been a vital part of our success in meeting our outbound volumes which allowed us to turn our attention to our inbound needs. We are appreciative of your flexibility in meeting our volumes. Your focus and attention to detail have been very much appreciated as well.

APPROACH

Delivery & Performance Metrics



Monthly calls: **22,000 calls** (all Time Zones)

Contact Rate: **75%**

1st Call resolution: **45%** (Verbal Verification)

Handle time: **7 to 8 Calls per Hour**

Accuracy%: **98%**

Value Delivered



Reduced false placements of Lender Placed Insurance

- Insurance coverage information received at least 10 days prior to expiration
- Customer could focus on managing inbound calls as SLK managed all outbound volumes

Head, Customer Service