

# Insurance Experience Automation

Elevate every single customer interaction into a transformative experience.

Meet your customers, members, claimants, agents and brokers where they are with automated digital self-service and proactive communication.

**45%**

Improved Customer Satisfaction

**3-10x**

Faster customer response

**80%**

Of interactions automated

Conversational AI and machine learning streamline complex processes, improving customer experience, operational efficiency and employee engagement.



## Marketing

Automate new product campaigns to customers, agents and brokers, providing quick access to the latest brochures, rates, and target account guidelines.



## File A Claim

Offer a digital FNOL experience through SMS including Contact Center call deflection, authorization e-sign, secure document uploads and network provider referrals, plus automated processing of new claim forms and bills received via email.



## Quote

Process email submissions including outreach for missing information, with extraction and validation of exposure schedules (census, fleet, property, etc.) to interface to the policy system.



## Claim Management

Create peace of mind through proactive claim status updates, while requesting the latest on treatment, return to work or repair progress and offering direct deposit enrollment and option to schedule a claims adjuster call back.



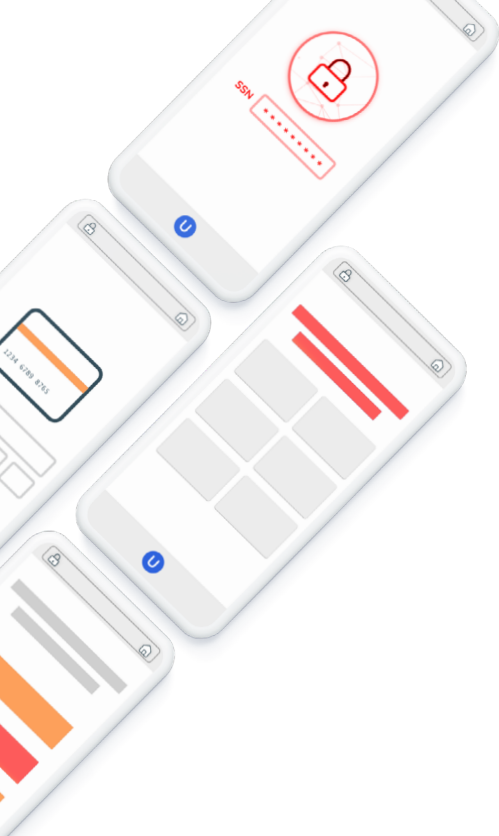
## Policy

Enable access to policy documents via SMS or email with simplified handling of policy changes and renewals requests, along with facilitating benefits enrollment, EFT sign up and offering payment reminders.



## Wellness & Loss Prevention

Deliver invaluable prescription refill and appointment reminders, prior authorization updates, or alerts of nearby weather events that includes a one-click ability to report a claim.

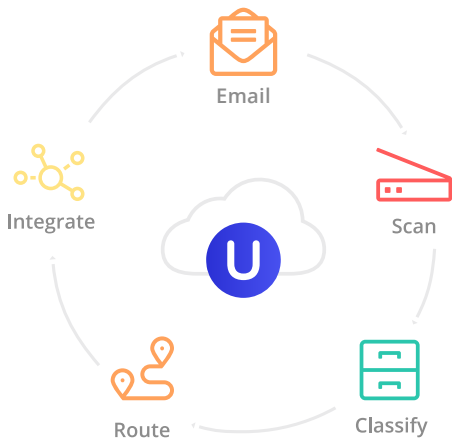
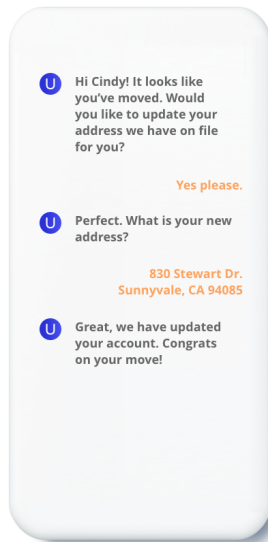


## Invisible App™

Deliver dynamic functionalities like location services, scheduling, and image uploading via a fully branded, secure app-like interface—no need for your customers to download an app or your developers to build one.

## Virtual Customer Assistant

Support your customers 24/7 with automated two-way texting powered by conversational AI. Handle both inbound and outbound requests and both simple and complicated service interactions with an industry savvy bot.



## SmartMail

Automatically process, classify, and route thousands of incoming emails in just a few seconds. Respond to and resolve issues rapidly and eliminate the countless hours and manpower wasted by manually organizing your inbox.

Interested in learning more about insurance experience automation? [Schedule a demo today at ushur.com](https://ushur.com)

Make your work flow.™

## How Ushur Can Transform Your Customer Experience.

### Challenges:

- ✘ Slow response both to and from customers
- ✘ High touch to receive and request information
- ✘ Expensive live channels

### How we help:

- ✓ Automated inbound/outbound communications
- ✓ Instant, 24/7 self-service
- ✓ AI-powered omnichannel digital engagement

## How Customers Use Our Automated Insurance Solutions.

"We looked at several vendors to help us transform our customer experience and ultimately chose Ushur because of their Invisible App™. To be able to serve our customers (especially seniors) on a seamless channel, without any need for downloads or having to deal with an app, is a game changer."



**Ashley Restad**

Program Director, Healthspire