



Today's customers demand convenience and ease of doing business which is driving insurers to increase focus on improving the customer experience. Activer Solutions provides our customers with access to call center and operational resources to meet their ever-changing business demands. We enable superior policyholder support that integrates into a customer's overall customer experience initiatives. Our services include:

- ✓ **Insured Care**
 - Support for new business, policy services, upsells
 - Customer satisfaction programs
- ✓ **Agent Care**
 - Alert agents of new or additional coverages, territories, limits, procedures and more
 - Agent loyalty campaigns
 - New product introduction
- ✓ **Business Operations Continuity**
 - Overflow support
 - Holiday and event coverage
- ✓ **After Hours Call Center Support**
 - Emergencies, escalations

Our Customer Care services go beyond a call center. Our highly skilled and knowledgeable insurance experts support inbound and outbound calls to agents, carriers, and third parties. Our staff handles all types of calls and other types of communication efficiently and professionally. Our dedicated team is well versed and fields questions regarding coverages, payment information, and other types of requests.

Our team utilizes state-of-the-art ACD call center technology and each customer receives a dedicated number. From basic inquiry to an elevated complaint, Activer Solutions' team of licensed Customer Care specialists can handle all of your client response needs.

Our Standard Operating Procedures are comprehensive and backed by stringent Service Level Agreements. We track and report all activity volume and have quality control measures in place to ensure we continue to meet or exceed all contracted SLAs. Our services are managed with complete transparency to you with a dedicated Account Manager. We are invisible to your customers and agents, but a trusted member of your team.

“The high-quality customer service Activer Solutions delivered on our behalf enabled us to secure a top 15 ranking in a Florida Office of Insurance Regulation Annual Report.” ~Senior Claims Professional

Why Activer Solutions?

Activer Solutions fills operational gaps, skill shortfalls or capacity constraints so our customers can optimize their high-value staff to move faster and more efficiently. Our team understands insurance, pays attention to our customer needs, adapts quickly to customer requirements, and personalizes our services and scale to customer needs. Our solutions result in improved workflows, resource optimization, and cost reductions – enabling our customers to do more with fewer resources. With Activer Solutions, your service level is timely, your information is up to date, and we enable the elimination of any backlogs. Our flexible cost structure is designed to create flexibility in handling business volume fluctuation or needs on a monthly basis. At Activer Solutions, we enable success for our customers.

Ready to Learn More?

833.899.1041

activersolutions.com

communications@activersolutions.com

