



Today's customers have higher expectations due to our new digitally connected world. Customers demand convenience and ease of doing business which is driving insurers to focus on improving the customer experience (CX). Seamless policy servicing is a vital part of building a positive CX by creating a more efficient, streamlined process and enabling your team to focus on more essential areas of the overall CX.

Activer Solutions offers full lifecycle policy support including support for book rolls, depopulation programs or take outs, and other consolidations of large blocks of business from acquisition or mergers.

As with all of our services, our policy services can be delivered on our clients' existing systems or on our technology. Services include:

✓ Policy Administration

- New business, endorsements (including out-of-sequence), cancellations, non-renewals, renewals, reinstates and rewrites
- Inbound policy submissions
- Full reporting capabilities

✓ Underwriting

- Classification of risks and acceptance or rejection of new business applications based on underwriting guidelines
- Validate risk and appropriate rate

✓ Billing and Account Reconciliation

- Full payment processing, including receipts of checks, cash, money orders or credit cards via in-house lockbox and ACH processing
- Issuance of return premium, commission, and claim checks
- Premium and payment reconciliation
- Escheat compliance
- Agency commission report processing and distribution
- Collection Services

✓ Printing & Distribution

- Printing of new business and renewal offers, declarations, bills, cancellation notices and all types of insurance documents including certificate of mailing services for legal documents.

“Their flexibility and knowledge of our business and their responsiveness to our changing needs is what makes them different. If I could give an award to a vendor for being the most responsive and easiest to work with, it would be Activer.”

With Activer Solutions' team of highly trained Policy Services Specialists have broad experience working with personal and commercial policies across all P&C lines of business. With an average of 10 years industry experience, our team works closely with your underwriting staff, agents, insureds and lien holders to handle day to day processing with a guarantee to meet or exceed all contracted time and accuracy standards.

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.

Why Activer Solutions?

Activer 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?

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