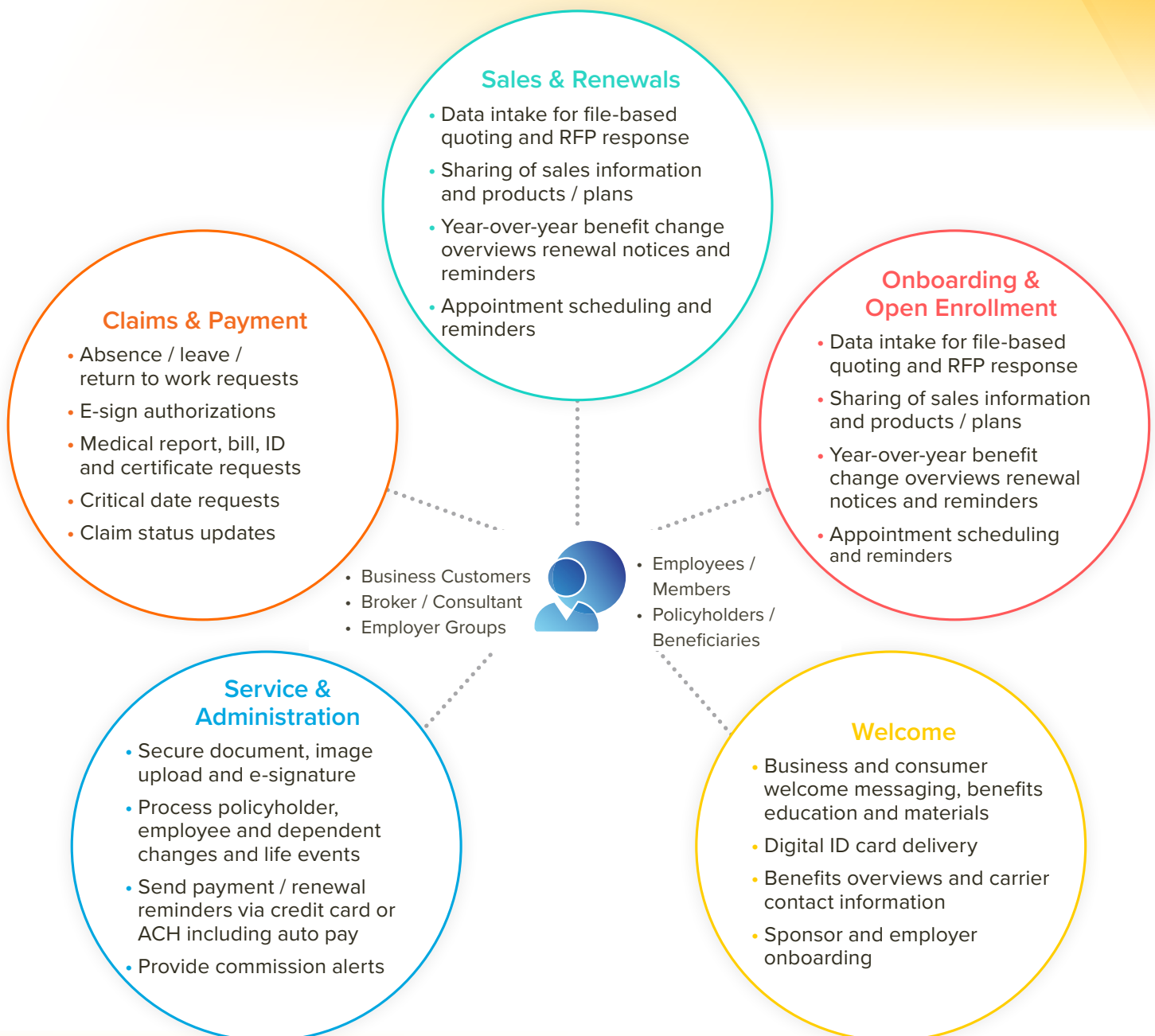**ushur**®
Make your work flow™

LA&H Insurance Customer Experience Automation™

Elevate individual and group / worksite benefits customer experiences. Share, request and receive needed information through AI-powered, interactive, omnichannel, no-code, digital self-service. Deliver frictionless interactions leveraging conversational AI to securely augment live interactions.

Sales & Renewals

- Data intake for file-based quoting and RFP response
- Sharing of sales information and products / plans
- Year-over-year benefit change overviews renewal notices and reminders
- Appointment scheduling and reminders

Claims & Payment

- Absence / leave / return to work requests
- E-sign authorizations
- Medical report, bill, ID and certificate requests
- Critical date requests
- Claim status updates

Onboarding & Open Enrollment

- Data intake for file-based quoting and RFP response
- Sharing of sales information and products / plans
- Year-over-year benefit change overviews renewal notices and reminders
- Appointment scheduling and reminders

- Business Customers
- Broker / Consultant
- Employer Groups

- Employees / Members
- Policyholders / Beneficiaries

Service & Administration

- Secure document, image upload and e-signature
- Process policyholder, employee and dependent changes and life events
- Send payment / renewal reminders via credit card or ACH including auto pay
- Provide commission alerts

Welcome

- Business and consumer welcome messaging, benefits education and materials
- Digital ID card delivery
- Benefits overviews and carrier contact information
- Sponsor and employer onboarding

Customers
(Businesses and Consumers)

Customer Experience Automation™

Systems of Record

INVISIBLE APP™

Prompt for missing information from the sender through a secure and structured app-like experience to complete the request.

INVISIBLE PORTAL™

Intake documents and requests through a secure, purpose-built agile activity hub.

INTELLIGENT DOCUMENT AUTOMATION™

Process files through data extraction, validation and transformation for updates into backend systems.

SMARTMAIL™

Triage emails into their appropriate queue and route attachments for downstream processing.

CONVERSATIONAL APPS™

Reach out to stakeholders or respond to requests with automated two-way communications over any channel.

How Ushur Can Transform Your Customer Experience.

Challenges:

- ✗ Slow response both to and from customers
- ✗ Difficult to receive and request information
- ✗ Increasing need to do more with less resources - time, money, staff

Solutions:

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

Interested in learning more about Customer Experience Automation™? **Schedule a demo today at ushur.com**

ushur.com

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