

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

- Business Customers
- Broker / Consultant
- Employer Groups

Service & Administration

• Secure document, image upload and e-signature

Claims & Payment

Absence / leave / return

to work requests

E-sign authorizations

Medical report, bill, ID

Critical date requests

Claim status updates

and certificate requests

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

- 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
- Employees /
 - Members
 - Policyholders / Beneficiaries

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)





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.



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

<mark>- Conversational Apps</mark>

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



How Ushur Can Transform Your Customer Experience.

Challenges:

- X Slow response both to and from customers
- X Difficult to receive and request information
- X 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

