

POLICY ISSUANCE:

EXDION THROUGH STANDARDIZATION, EFFICIENT AUDIT MECHANISMS, AND IMPROVEMENT IN PROCESS EFFICIENCY, INCREASED ACCURACY OF POLICY ISSUANCE TO OVER 98%.

The Client:

The client is the largest US based MGA/Underwriting Management Company, specializing in wholesale brokerage operation that places excess and surplus lines of business for its own and other brokers. Certain offices of the client have the authority to issue insurance policies on behalf of insurance carriers.

Background:

Owing to Policy Issuance for multiple carriers across different locations, the data updates could not be standardized. Certain offices had already outsourced the Policy Issuance work but no metrics were available, resulting in inadequate control over the process.

The Benefit:

Exdion team achieved an accuracy of 98% in Policy Issuance leading to increased efficiency and reduced costs leading to customer delight.