

# Tune your policy checking process for maximum accuracy and growth

## Common challenges

The policy checking process in insurance retail agencies is time-consuming and error-prone due to manual verification, data discrepancies, and the complexity of navigating multiple systems, varied document formats, and non-standard terminology. The process also requires extensive training and domain knowledge, which impacts an agency's overall capacity. This results in agencies viewing the checking process for accuracy and completeness as a low-priority administrative task, leading to frequent backlogs and errors in coverage, as well as:



### Risks with coverage gaps:

Not identifying missing coverage puts the insured's protection at risk.



### Failure to optimize policy checking:

Both under and over-checking policies can negatively affect the bottom line, while under-checking may lead to E&O exposure.



### Inability to focus on business growth:

Addressing errors due to incomplete data or complexity hinders account managers from focusing on higher-value tasks.

## The ReSource Pro difference

To avoid coverage gaps and E&O exposure, agencies need a holistic approach to managing policy checks from start to finish.

ReSource Pro's Policy Insights® is a tech-enabled solution that optimizes the policy checking process, leading to minimized E&O risk, more efficient agency operations, and improved insured experience.

Account managers can review policies and address errors in the online portal with just a few clicks.

Operations leaders gain access to an analytics dashboard, enabling them to view insights into carrier and account manager performance, error patterns, and E&O hotspots.

ReSource Pro further expanded its capabilities with the introduction of **AdvanceCheck**, which provides a combined benefit of human expertise and tech-enabled solutions, and **ExpressCheck**, an AI-powered automation tool.

Within two months of deploying Policy Insights, an insurance agency **reduced** its policy checking turnaround time **by 67% from over 180 days to just 60 days.**

# Account managers journey simplified with Policy Insights®

Before	ReSourcePro	After
<ol style="list-style-type: none"><li>1. Obtain policies from carrier sites and input them into the system</li><li>2. Receive policies by email and input them into the system</li><li>3. Check policy</li><li>4. Resolve discrepancies by updating the system or ordering and processing correcting endorsements</li><li>5. Deliver policy electronically</li></ol>	<ol style="list-style-type: none"><li>1. Obtain policies from carrier's sites</li><li>2. Input policies into the system and assign them to ReSource Pro to check</li><li>3. Check policy</li><li>4. Update system and/or order and process correcting endorsements</li><li>5. Deliver policy electronically</li></ol>	<ol style="list-style-type: none"><li>1. Receive policies by email and forward to ReSource Pro</li><li>2. Resolve discrepancies within Account Manager Portal and seamlessly delegate downstream steps to ReSource Pro team</li></ol>

## Policy Insights®

When it comes to policy checking, it is not about "one size fits all." ReSource Pro provides flexibility and solutions that grow with your business needs.

### AdvanceCheck

FOR MAXIMUM ACCURACY ON COMPLEX POLICIES

Policy Insights AdvanceCheck provides the combined benefits of experienced insurance professionals plus technology to provide for a more thorough review of more complex policies and E&O indemnification. Our team helps to ensure you deliver accurate results to your clients.

**6-8** average discrepancies per policy found by our teams

**31,000+** policies checked monthly

**22%** average reduction in policy errors in first year

### ExpressCheck

FOR MAXIMUM EFFICIENCY AND AFFORDABILITY

Policy Insights ExpressCheck is a fully AI-based automation policy checking platform that provides a competitive price point and faster processing. This solution is better suited for less complex policies.

**6 days** reduced policy-checking turnaround time achieved by the ReSource Pro client after implementing ExpressCheck.

**20-30%** average cost savings when switched to the fully automated solution, ExpressCheck.

#### For more information

visit us: [resourcepro.com/retail](https://resourcepro.com/retail)  
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