

# What's Missing in Most Policy Checking Solutions?

Learn about the top barriers to delivering accurate policies to clients



# Is a Policy Check Enough?

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Today's insurance customers expect a policy to be delivered quickly and accurately. Meeting this expectation can be a challenge, even for high-performing agencies.

The policy checking process can be time-consuming, and without the right people and technology, errors create a significant risk. ReSource Pro data indicates that the average insurance policy has nine errors.

**How can insurance agencies improve accuracy, speed, and, ultimately, the customer experience?**



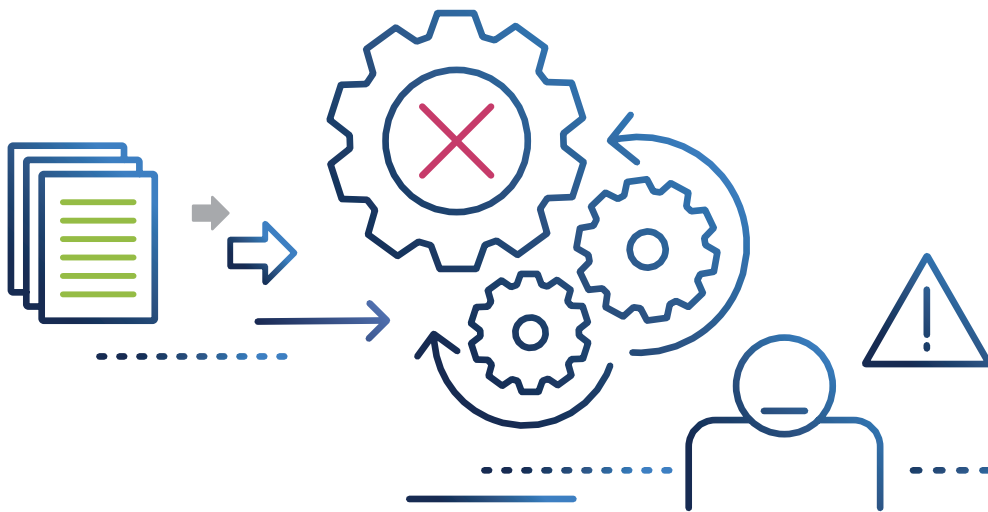
A deep dive into the post-bind process at insurance agencies across the U.S. suggests that it's the policy review, not the policy checking, that tends to create the most significant backlog for account managers.

Without an effective review process, errors are not fixed, leaving your agency open to E&O risk and reputational damage.

Your policy check is only as good as the review, yet few solutions on the market effectively address this vital step. What's more, they frequently suffer the following shortfalls, leading to low accuracy, rework, and other complications:

- Lack of insurance experts
- No agency management system integration
- Little real-time oversight of the post-bind process

**YOUR POLICY CHECK IS ONLY AS GOOD AS THE REVIEW.**



## WHAT'S NEEDED TO DELIVER AN ACCURATE POLICY

Transparency into the post-bind process

Expert-level checking accuracy of 99% or higher

Faster, more efficient policy review and coordination

Integrated approach to automation with a human check for accuracy

Greater insight into business relationships



## WHAT MOST POLICY CHECKING SOLUTIONS PROVIDE



Lack of visibility



Inconsistent or poor accuracy due to inexperience



Little to no support for review process



Automation with no customization or human check



No data analytics



# Transform Your Post-Bind Processing Into a Strategic Advantage

To improve speed and accuracy, agencies need to rethink the whole post-bind process.

That's why we created Policy Insights 2.0, a tech-enabled policy checking solution that helps agencies not only deliver policies with 99.9% accuracy but reduce review time by 50% and even gain actionable insights into their business.

By leveraging automation technology and experienced insurance professionals, Policy Insights 2.0 not only avoids the common pitfalls that come with other solutions but offers support in the areas that impact the customer experience most.

## HOW POLICY INSIGHTS 2.0 COMPARES

	Automation	Human audit	Customizable	End-to-end policy processing	Agency Management System integration	Dashboard with actionable insights	Streamlined review & coordination
ReSource Pro's Policy Insights 2.0	✓	✓	✓	✓	✓	✓	✓
Outsourcing vendor		✓	✓				
Insurtech	✓						

# How Does Policy Insights Benefit Account Managers?

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Using our Account Manager Portal, account managers can gain visibility into the checking process and conduct a more streamlined review.

- ✔ Monitor policy checking status in real-time
- ✔ Easily identify and act on errors found during the check, improving productivity by 50%
- ✔ Quickly request agency management system updates and endorsement corrections



In just a few clicks, you can ensure clients receive an accurate policy as quickly as possible, allowing you to spend more time on revenue generating activities.

**“Our company motto is ‘Work smarter not harder’ – the Policy Insights portal is a perfect representation of that.”**

*Account Manager, National Broker,  
Policy Insights Client*

# How Does Policy Insights Benefit Operations Leaders?

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Think of ReSource Pro as your optimization partner. Policy Insights' analytics dashboard grants operations leaders easy access to the data they need to streamline and grow their agency.

- Monitor policy processing in real-time
- Track and measure account manager performance
- Identify E&O hotspots

In no time, start developing a greater understanding of your agency's carrier relationships, lines of business, and account manager effectiveness. Leverage ReSource Pro to help you make strategic decisions to improve your company's customer experience and drive additional growth.



# Policy Processing in Minutes, Not Hours

Why settle for a partial policy checking solution when you could get so much more?

- ✓ Automation for fast policy checking
- ✓ Human audit for 99.9% accuracy
- ✓ Customizable
- ✓ End-to-end policy processing
- ✓ Agency management system alignment process
- ✓ Dashboard with actionable insights
- ✓ Streamlined review and downstream coordination



Let's talk about what  
Policy Insights can  
do for your agency.

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## **ABOUT RESOURCE PRO**

ReSource Pro brings to the insurance industry tools, technology and strategic services that enable profitable growth through operations excellence. Headquartered in New York, ReSource Pro's global service centers address client operational needs around the clock. Recognized as an industry thought leader and listed as one of Inc. 500/5000 Fastest Growing Private Companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships, and its unique productivity platform for insurance operations. Over 5,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

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