

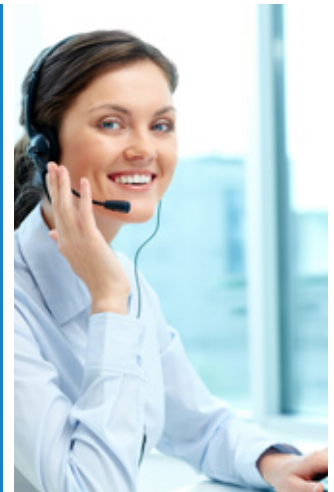
# INSURANCE MEMBER SERVICES

Stericycle Communication Solutions offers call centre services to assist and streamline your insurance administrative processes. We help our many insurance clients increase their efficiency, effectiveness and revenue stream by managing processes that do not require a licensed insurance agent or adjustor.









Our agents are equipped with the protocols, forms, and electronic systems required to respond to your members' needs in a friendly, accurate and timely manner. Calls are live transferred to insurance agents or adjusters when required.

## FEATURES

- **Experienced Live Agents:** Our agents are equipped with the protocols, forms, and electronic systems required to respond to your members.
- **Multilingual Agents:** All of our call centre agents are based in North America, offering you French and Spanish speaking agents to help serve all of your customers.
- **24/7 Availability:** Provide excellent customer service to your clients even outside of regular operating hours.



## USES

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|---|--|
|  Claims processing           |  Payment processing and billing inquiries   |
|  Quote issuing               |  Help desk and customer support             |
|  First notice of loss (FNOL) |  Live-transfer to your agents and adjusters |
|  Emergency response          |  General answering services                 |

## BENEFITS

- **Streamlined operations:** By handling calls that do not require a licensed insurance agent or adjustor, we speed up interactions for both your clients and agents.
- **Maximized productivity for employees:** Our agents can handle many different types of calls, giving your agents time to focus on more challenging cases.
- **Flexibility of service:** We answer calls 24/7/365, including after hours, holidays, or on an ad hoc basis.
- **Adaptability for fluctuating call volumes:** During periods of high volume, we handle the influx of calls without requiring extra resources that would be needed if you were answering calls in-house.

