

Property & Casualty Insurance Customer Experience Automation™

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

- Product offering updates
- Cross-sell / up-sell
- Appointment scheduling & Reminders

Claims & Absence

- Support claims filing / leave requests
- Claim process education and support
- Claims documentation and photo capture
- Claim status updates

Customer Onboarding

- Educate and guide through process
- Data intake for file based enrollment
- Request missing information and forms
- Appointment scheduling & Reminders



- Business Customers
- Policyholders
- Claimants
- Brokers / Agents
- Providers / Doctors

Service & Administration

- Email and data / file intake automation
- Send payment / policy renewal reminders
- Facilitate payments via credit card or ACH including autopay
- Provide commission alerts

Welcome

- Educational outreach
- Welcome communications, policy and ID card distribution
- Product and program overviews
- Proactively answer FAQs



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.

SmartMail™

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

Conversational Apps™

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