

The life insurance industry has traditionally provided limited policyowner interaction and slow technology innovation.

WHITE PAPER

How Technology is changing the Policy Owner Experience

WITHOUT THE USE OF TECHNOLOGY...

Life insurance policy service and support will continue to be a manual, time-consuming process.

Due to these administrative restraints, life insurance agents have been mostly reactionary with the service and support they provide to policyowners.

Shaped by their experiences with other industries, the vast majority of policyowners are becoming increasingly dissatisfied and re-demanding more from the life insurance agents post sale.

Fueled by these new policyowner expectations, there has been a massive push for revolutionizing the policyowner experience through automation and technology with the goal of delivering a more proactive digital experience.

Implementing the right technology solution helps life insurance agents provide a higher level of service, reduce the administrative expenses and dramatically improve the policyowner experience.

Policy Owner Expectations

85%

DISSATISFIED

15%

SATISFIED



REACTIVE POLICY MANAGEMENT

PROACTIVE POLICY MANAGEMENT



Technology is Changing Policyowner Experiences

Ongoing Policy Support

- Automating the request for carrier documents
- Delivering premium reminders
- Sending policy alerts and notifications

Ongoing Policy Service

- Tracking policy performance
- Providing annual policy reports
- Display contract alternatives
- Providing agents connectivity

Proformex is an inforce policy monitoring and management platform specifically designed to deliver a world-class policy owner experience while reducing administrative costs and freeing up time.