

# Case Study

**12% improvement in First Call Resolution to minimize false placement of Lender Placed Insurance**



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## Customer



- A National leader in specialty insurance in Hazard, Flood, Wind Earthquake and Commercial Insurance

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## Business Situation



- Challenge in obtaining and updating information before policy expiration date on 1.7 M policyholders for Escrow & Non Escrow loans issued by multiple carriers
- First Call Resolution at a low 41%
- Calls to insurance agents resulted in 10 - 15 % voice mail, 7% unanswered, 2% invalid numbers, 7% exceed the AHT by 60% due to IVR navigation & extended holds

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## Solutioning



- Planned follow-up calls to Insurance Carriers in case agents could not be reached
- Prioritized calls based on volume and criticality of resolution needed
- Manually focus (outside Dialer system) on abandoned loans & loans expiring within 24-48 hours

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## Execution



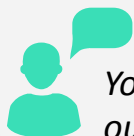
- Real time notifications to clients on critical loans which needed priority attention.(Overnight Payment, Borrower contact required, Client contact required)
- Focus on tracking & prioritizing calls to ensure insurance coverage information obtained
- Multiple calls to the same carrier increased efficiency and loan resolution

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## Value Delivered



- **Reached 53% first call resolution** from earlier 41%
- **Reduced false placements** of Lender Placed Insurance
- **Customer could focus on inbound customer calls** as SLK managed all outbound volumes



*Your team has been a vital part of our success in meeting our outbound volumes which allowed us to turn our attention to our inbound needs. We are appreciative of your flexibility in meeting our volumes. Your focus and attention to detail have been very much appreciated as well. - **Head, Customer Service***