



Insurance Services

Operations

- Reminders on bouncing of premium cheques.
- Alerts on status of claims processing.
- Reminders of due premium payment to customers.
- Customers can query status of claims processing.
- Missing information in the registration form can be taken over the SMS
- Customers can log on their complaints using short-code/long-code services.
- Alert for dispatched Policy Docket and re dispatched docket in case of non-delivery
- Auto/Life/Property Insurance

Sales Force Automation

- Weekly updates of targets to field sales force
- Lead distribution to sales force
- Sales agents can query the performance of his/her peers
- Performance review/update of the sales force
- Update employee about their sales target
- Weekly MIS on collection from new policy recently launched
- Customers checking claims status

Marketing

- Alerts for renewal of policy
- New policy /scheme announcement
- Targeted promotions depending on the customer profitability
- Sending birthday reminders to customers
- Prospects can query about policies/products on short-code/long-code