

DATA SHEET

Hi Marley's Mobile App for Field Adjustors

Field adjusters can use Marley Mobile on any device to streamline communication, save time and ensure privacy.

Hi Marley is the only SMS platform purpose built for the insurance industry. It helps insurance companies deliver simple, lovable protection by enhancing the way they communicate with policyholders.



Easily bring the field adjuster into the conversation

Marley Mobile is available on any mobile device helping to streamline communication between the entire insurance ecosystem. Multi-line adjusters, property specialists, total loss specialists and workers comp specialists can all benefit from the app.



Improve communication — Marley Mobile has a built-in workflow alerting field adjusters of new tasks, bringing them up to speed quickly and eliminating phone tag.



Ease process — Conversations are logged as they happen; no need for adjusters to transfer communications from personal phones to their core systems.



Protect privacy — Field adjusters' privacy is protected by Marley Mobile; the app masks their personal information.



Improve effectiveness — The entire claims team gains visibility into the end-to-end communication making the field adjuster more effective and less held up on administrative tasks.



Minimal learning curve — Anyone already familiar with the Hi Marley platform will easily understand Marley Mobile.



“Our Marley Mobile field adjuster pilot was very successful; it delivered a significant increase in NPS with a score of 77 when Hi Marley was used. We’re now rolling out Marley Mobile to include multi-line adjusters, property specialists, total loss specialists, and workers comp specialists.”

CHARLIE NORDER
Director of Claims



Product Features

The Hi Marley mobile application can be installed on any device. Field adjusters are easily added to a Hi Marley claims conversation to schedule visits, upload photos and appraisals and log conversations.



Built-in communication workflow — Add field adjusters to text conversations, accelerating communication for the customer. The field adjuster can get up to speed quickly by viewing the entire conversation. Phone tag is eliminated as appraisals are scheduled in the app and conversations are logged.



Log integration — Easily log field adjuster interactions via Marley Mobile. Improve timing and process by eliminating the need to chase field adjusters to log communication. Industry-compliant transcripts can also be integrated with the core insurance platform.



Push notifications — Field adjusters are alerted to new chat threads enabling conversations with policyholders to start straight away.



Marley Mobile is available in both the Apple and Android App Stores. Anyone with a license for the web app can use the mobile app.



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Hi Marley is the intelligent communication platform for the insurance industry. Built by people who know and love insurance, the platform enables hassle-free texting across the entire ecosystem, empowering insurance professionals and delighting policyholders. Hi Marley's industry leading analytics deliver novel insights that fuel continuous improvement. The solution is built for the enterprise - fast to deploy, easy to use and seamlessly integrates with other core systems. Hi Marley is empowering the world's leading insurance carriers to reinvent the customer and employee experience. Learn more at www.himarley.com.