

CASE STUDY

# With Hi Marley, Quincy Mutual Experiences Fewer Phone Calls and Settles Claims Faster



 **10%+**

Fewer phone calls

 **2 Days Faster**

Total Loss claims settled

 **#1 Priority**

Speed of response is consumers' top expectation when texting with their insurance carrier

 **86%**

Say texting is their primary method of electronic communication

## The Hi Marley Insurance Cloud Improves Workflow for Quincy Mutual's Auto and Property Claims

### CHALLENGE

Property and Casualty insurer Quincy Mutual Group wanted to elevate customer service with the goal of creating an enhanced policyholder experience for claims handling.

### SOLUTION

Following a successful pilot, Quincy Mutual deployed the Hi Marley platform to its Claim teams and found that total loss claims settled two days faster and call activity decreased by over ten percent.



**"Hi Marley has significantly improved our claims handling process.** Communicating with our customers is now simple and direct," said Tom Harris, President and COO of Quincy Mutual Group. "I'm especially pleased with how quickly our staff has embraced this technology."

The Hi Marley Insurance Cloud allows Quincy Mutual Group to reach insureds wherever they are, whenever they need help.

Mike Greene, CEO of Hi Marley, shared, "Quincy Mutual Group was such an exciting client to watch through their pilot and we could not be more excited about their official launch. Their results and commitment to drive a better customer experience are why we created Hi Marley in the first place."



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