

Lovable Solution Transition

Easily transition from Zipwhip to Hi Marley and unlock the power of a texting solution that is purpose-built for insurance.

Bringing Carriers Beyond Texting

Hi Marley's platform was built to meet the expectations of today's digitally engaged policyholders with the power to connect through two-way texting conversations. Insurance and its processes and workflows are complex— Hi Marley's Insurance Cloud simplifies these complexities with a robust solution that brings together the insurance ecosystem. The result is rapid and efficient communication and collaboration across claims and service workflows. Carriers quickly see faster cycle times, improved customer satisfaction scores and higher retention rates.

A Simple Transition from Zipwhip to Hi Marley

Our team partners with you to develop a customized plan to ensure your policyholders and employees are fully supported and your transition goes smoothly.



Seamless to Policyholders

Use your current Zipwhip solution on existing open claims until they close and start new claims on Hi Marley. This ensures no claim is "lost" in the transition and the policyholder experience is consistent.



Easy Switching for Adjusters

Customized training is delivered to your adjusters in small group sessions. This ensures process and workflow questions are answered and your team onboards with confidence. Hi Marley also offers a variety of job aids to further drive understanding and adoption of the platform.



Best-in-Class Integration Support

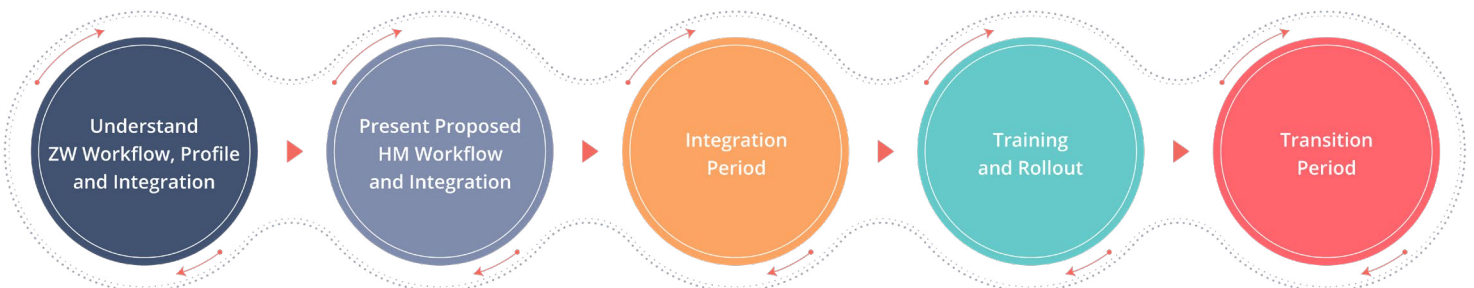
Our integration team works with your system requirements to enhance policyholder communication. Carriers often start with light integration - creating new conversations within their FNOL along with downloading documents and images for records retention, helping adjusters avoid rekeying and other manual steps.



Manage Infrastructure Costs and Risk

You will not be charged Hi Marley licensing fees during the transition period to ensure your organization experiences value without duplicating costs. Our phased and gated approach allows for maximum flexibility with both systems operational during the transition.

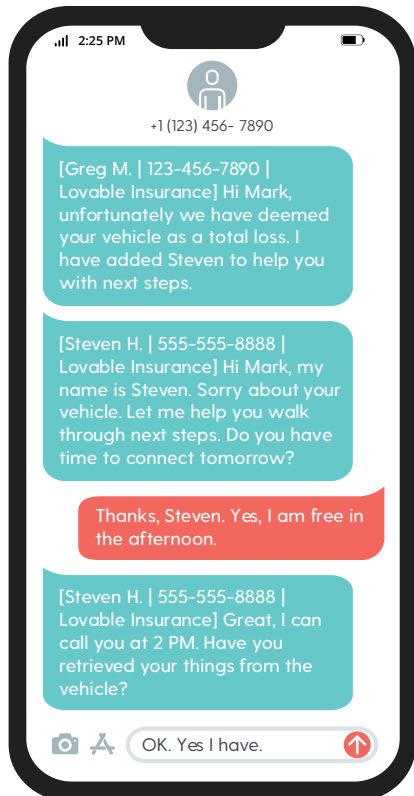
Proposed Transition Plan



Hi Marley Offers Deep Insurance Capabilities

- Real-time, intelligent Coaching features
- Internal & external collaboration
- Multi-party texting and conversations
- Message templates & scheduled messages
- Automated insurance workflows
- Mobile application
- Actionable insights & analytics
- Intelligent language translation
- 45+ webhooks & APIs
- Phone or claim number message prefixes
- Secure, compliant communication
- And more!

Phone Number Message Prefixes Allow Policyholders to Reach Specific Adjusters Directly



Hear What Our Valued Customers Have to Say

“Hi Marley promised an easy deployment of their intuitive system with fast results, and they delivered. Once we began using Hi Marley, our Claims team had fewer voicemails to return, were able to move claims to resolution faster and our customers were happier. Being able to effectively meet our customers’ growing demand to text with us puts Ohio Mutual at the forefront of the InsurTech movement and has created immediate benefits for both our Claims team and our customers.”

JOHN DELUCIA

Vice President of Claims, Ohio Mutual

“We piloted Hi Marley a couple of years ago. On day two or day three, I was walking through our claims floor and asking people how it was going. Every response I got was, ‘You can’t take this away now.’ That’s what you want to hear from the team because then you think you have a winner on your hands.”

AARON WHEATON

Vice President and Chief Claims Officer, Plymouth Rock Assurance

“While there was some initial hesitation, it didn’t last long. After training—including role-playing exercises on how to launch at FNOL and promote the benefits of text messaging—the company saw speedy adoption.”

ELIZABETH FITZGERALD

Senior Auto Damage Team Lead, Electric Insurance



To learn more about the benefits of Hi Marley, visit www.himarley.com



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