

# 8 Ways Carriers Benefit from Hi Marley



Hi Marley's Conversational Platform Improves Every Aspect of Insurance Communication

## Meeting Customer Preferences

**30%** Cycle Time Reduction

**60-90%** Voicemail Reduction

**35-50%** Call Reduction

**50%** More 5-Star Promoters

**4.8/5** Average Rating per Claim

**100%** Focused on Serving Insurance

Hi Marley delivers comprehensive solutions that integrate consulting and best practices tailored to the unique needs of the insurance industry.

## The Hi Marley Difference

- 1 | Two-Way Texting Streamlines Communication:** Connect with customers quickly in their chosen channel, provide updates, and manage expectations to reduce calls and voicemails.
- 2 | Ability to Send and Receive Media Files Accelerates Claims:** Reduce cycle time, streamline claim triage, and enable virtual inspections.
- 3 | Secure Communication Tools Ensure Compliance:** World class security and compliance features like redaction, transcripts and more mitigate risk.
- 4 | Collaboration Reduces Confusion:** Add multiple participants to a unified conversation to ensure visibility and improve communication, efficiency and cycle time.
- 5 | Translation Breaks Down Communication Barriers:** Language Translation in 25 languages allows policyholders to communicate in their preferred language and saves carriers significant costs and cycle time by eliminating third-party translation services.
- 6 | Conversational Tools and Automation Increase Efficiency:** Features like templates, scheduled messages and real-time notifications reduce manual tasks for adjusters, while ensuring customers feel informed and supported.
- 7 | Network Integrations Connect the Insurance Ecosystem:** 75+ webhooks and APIs connect Hi Marley with your core insurance systems like Guidewire ClaimCenter and InsuranceNow, Duck Creek, Sapiens CoreSuite and ClaimsPro and InsureSoft Diamond, and third-party technology providers into one unified view to facilitate communications across organizational boundaries.
- 8 | Data Insights Improve Claims:** Hi Marley leverages data, AI and workflows to amplify the voice of the customer while assisting employees with tailored insights and guided next-best actions that refines user behavior and amplifies positive outcomes.