

# Hi Marley’s Total Loss Assist™ Improves Efficiencies at Every Step of Total Loss Claims

Through a seamless integration with the Copart Seller Portal, Hi Marley **reduces the number of touchpoints needed to resolve auto total loss claims** while increasing customer satisfaction.

## 1. FIRST NOTICE OF LOSS

Texting at FNOL enables carriers to gather essential claim details in the customer’s preferred communication channel, increasing satisfaction.

80%

of policyholders would text with their insurance carrier if it were offered



30-40%

decrease in cycle time on average between FNOL and vehicle pickup



## 2. TOTAL LOSS DETERMINATION

SMS-based FNOL collects more details, including photos and videos, upfront, helping carriers assess and triage claims faster.

## 3. TOTAL LOSS ASSIGNMENT

Carriers can add partners, such as salvage reps and adjusters, directly into the Hi Marley chat when outsourcing total loss assignments.

70%

of newly assigned staff’s questions answered in the existing text thread



40%

cycle time reduction from release issue creation to resolution



## 4. CUSTOMER RELEASE

Mark as Complete, a policyholder-triggered automation, updates Copart to verify vehicle readiness and dispatch a tow faster, saving 1 day on average.

## 5. TITLE TRANSFER

Hi Marley’s integration with Copart’s Title Express sends policyholders an auto-generated link for easy title uploads, streamlining the title process.

30%

fewer inbound calls due to clearer expectations and process guidelines



22%

decrease in paper checks, drastically reducing cycle times



## 6. PAYMENT

With Hi Marley’s integrated payment platforms like One Inc, carriers can send same-day deposits instead of checks, shortening cycle times and improving customer satisfaction.

## With Hi Marley’s Total Loss Assist, Carriers Can Expect\*

\$120–\$150+

Cost savings per total loss claim

9–20%

Reduction in storage fees

10%+

Decline in release issue frequency

7%

Increase in NPS Promoters

\*Metrics are compared to no Hi Marley platform usage. These averages are based on early adopter experiences or estimated calculations for rental days, excess storage fees, and the volume of phone calls and voicemails.

## WANT TO LEARN MORE?

Hi Marley’s Total Loss Assist can help you reduce costs, improve cycle times and enhance customer satisfaction. Visit [www.himarley.com/totalloss](http://www.himarley.com/totalloss)