

# TurnQuest Digital Platform

*Painless Path to A Digital Insurer*



## A New Era of Business Models, Products, and Customer Engagement

Leading insurers are transforming their operations to center on understanding consumers and designing products and services around their needs. Rising digital expectations of customers, agents, brokers and vendors are fueling investments in enterprise-wide digital strategies.

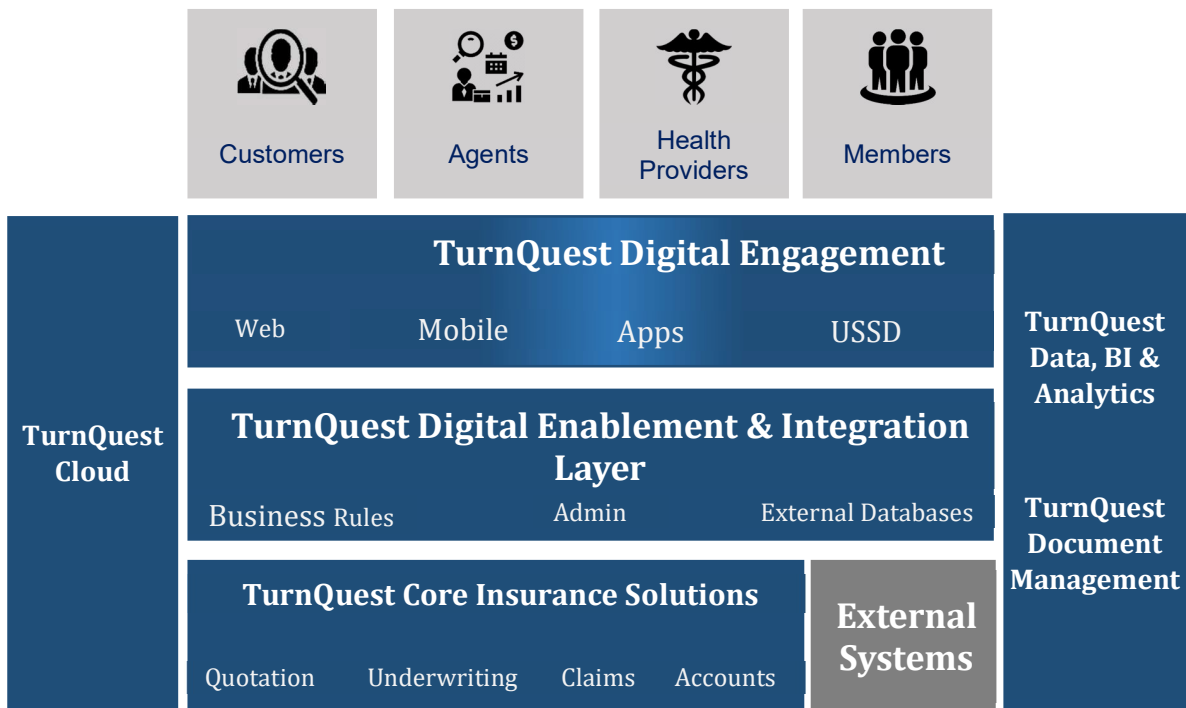
This strategies powered by digital processes and analytics enable insurers achieve personalization, superior customer experience and omni-channel engagement for sustainable growth.

## Featuring the TurnQuest Digital Platform

TurnQuest Digital Platform offers insurers a complete suite of products built on a common platform to support their digital strategy. TurnQuest Digital Platform includes web and mobile solutions for agents, customers, employees and alternative distribution channels that spun all lines of business including Non-Life, Life and Health insurance.

TurnQuest Digital Platform solutions are built on an open architecture that provides capabilities to integrate with other third party applications or is provided pre-integrated with TurnQuest Core Insurance Management solutions.

## TurnQuest Digital Platform



## TurnQuest Digital Components

### Enable your Customer

#### Customer Web

Provides customer self-service option that makes it easy to view and manage profiles, get quotations while comparing options, buy cover and make payments, process and confirm renewals, register and track claims and perform selected policy administration functions. The TurnQuest Customer Web & Mobile application are integrated to the TurnQuest Core applications to allow for straight through processing including upload of documents.

#### Customer Mobile

### Enable your Business Partners and Ecosystems

#### Agents Web

Enables intermediaries facilitate customer and prospect interaction simplifying basic sales activities such as managing prospects, configuring quotes and generating proposals for complex insurance products. Intermediaries can get quotations while comparing options, buy cover and make payments, process and confirm renewals, register and track claims and perform selected policy administration functions. The TurnQuest Customer Web & Mobile application are integrated to the TurnQuest Core applications to allow for straight through processing including upload of documents

#### Agents Mobile

#### Service Providers

Enables insurers to share policy and risk data, claims and other data with their service providers. Includes a claims adjuster app, call center portal, group benefits management portal, and Marine portal

#### Salvage Bidding

Enables the listing, online bidding and purchase of salvages

#### API Connectors

TurnQuest APIs enables seamless integration into any other systems to access critical data that supports informed decision-making and unlocking of the true value of an insurer's digital ecosystem.

#### Payment Connectors

TurnQuest Payment Connectors integrate with payment gateways to facilitate the flow of payment and customer data and enable insurers to accept and process payments from their customers.

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## KEY BENEFITS

- Shortened sales cycle
- Extended market reach
- Lower client acquisition costs
- Improve service response time
- Reduce point of sale costs
- Better agent management
- Track agent performance
- Cost effective infrastructure
- Increased customer access
- Improved customer retention
- Enhanced customer satisfaction
- Reduced internal error rate
- Flexible and maintainable
- Improves sales and enrollment reporting

## KEY FEATURES

- Full front- and back-office capabilities for customers, brokers and service providers
- Full policy admin life cycle from quotation, to new business, policy administrations, renewals and cancellations
- Claims management including claim settlement through fast track and full scale settlements with salvage and subrogation capabilities
- Billing collection and disbursement system, that includes a flexible and dynamic payment schedule
- An advanced integrated workflow system to manage all follow up

**For More Information  
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## Customer & Agent Self-Service Enablement

Agents and brokers are the insurer's touchpoint with customers, providing them with the experience that customers deserve. TurnQuest Digital's solutions provides enablement features for agents and brokers and helps streamline user experiences for improved customer centricity, agility and productivity. TurnQuest Digital enables insurers to deliver compelling user journeys and engage more effectively and directly with their customers, distribution partners and broader ecosystem.

## Personalized Unified User Experiences

TurnQuest Digital provides a centralized point of access for agents and customers to access the right service and the right information at the right time when they need it. The all-in-one solution with self-service tools helps speed up accounts and receivables as customer are able to view and manage their policies, make payments and view their statements from one place. Insurers are also able to provide better customer support through quality interactions and communication throughout the customer lifecycle.

## Enhanced/Optimized Performance

TurnQuest Digital Platform provides secure online access to personal and client information and links to other services and systems to make it easier for users to perform the tasks they need to perform quickly and easily to save time.

## Streamlined Operations

TurnQuest Digital Platform makes internal business processes faster or more accurate helping optimize agent's operations and empowering customers to take control of their insurance. Custom workflows help eliminate bottlenecks with automated commission calculations and builder and advanced reporting.