

DocPro*



DIGITAL MAILROOM FOR INSURANCE COMPANIES

Ensure information access across your organization

Ensure information access across your insurance organization by eliminating data processing bottlenecks—both in the mailroom and from incoming digital channels—with DocProStar. Receive and collate customer-submitted forms in record time. Route the right information to the right departments, quickly and efficiently. Improve operational efficiency and agility with machine-based classification and automated indexing of incoming data and documents. Your policyholders will love that you've cut down on response times. Your departments will love the efficiency and your shareholders will love how you've cut costs.



Customer-facing technologies that improve the customer experience are things like desktop and mobile apps for account management, and AI chatbots that pay out claims in just a few minutes. But the area most in need of overhaul is one that customers don't even think about, even though it significantly impacts their experience: document processing.

From applications to policies to claims forms, everything an insurance company does involves a document, one that needs to be read, understood, cataloged and archived (yet still easily accessible). Scanning a document is only the first step in digitizing. Because of this, processing paperwork is both the engine that drives a provider's business forward and the obstacle that slows it down.

[A recent report from McKinsey](#) notes that the insurance sector is at a "digital tipping point." Insurers were early adopters of digital automation technologies, based on their document-centric business processes and lengthy customer lifecycles. Many insurance providers have arrived today at a pivotal moment, needing more than what is possible from aging document automation solutions but finding upgrade paths and re-creating integrations too time-consuming and costly. But customers are demanding more from their insurance providers. They want to buy a policy in minutes, receive quick claim resolution, and they want to do these things without waiting on hold. Companies that don't move in this direction will be left behind, McKinsey predicts.

The huge volume in documents and document types arriving at insurance organizations often are attributed to three primary business streams:

- Sales or new policy applications
- Policy administration
- Claims processing

Once you factor in the various types of insurance divisions, insurance policies, customers, compliance requirements and risk analysis for each, the complexity quickly grows. Mailrooms and processors not only have to correctly identify these documents, which look quite similar to one another, but also who the intended downstream departments and recipients should be.

[McKinsey, Digital disruption in insurance: Cutting through the noise](#)

**A typical large auto insurer could more than
DOUBLE PROFITABILITY
OVER 5 YEARS
by harnessing the
power of digital.**



COMMON INSURANCE DOCUMENT TYPES

Most providers see upwards of 20 document types in any single line of coverage, often there are more.

Application/Request
Policy amendment
Assignment approval
Pension equalization
Subscription right
Assignment
Termination/Cancellation
Medical records
Bank account
Account change
Services death
Value request
Change of policy holder
Change of address
Exemption from contributions
Changes to regular contributions
Collection procedure/process
Change of provider
Mail returns
Termination premium adjustment
Change of bank account
Direct debit authorization
SEPA Direct Debit Form
Change in risk location
Change to soft rate (tariff) features
Change of coverage
Multiple/double insurance
Termination sale
Termination other
Revocation request
Termination: risk event
Death certificate
Termination contribution increase
(Act against unfair competition)
Cancellation procedure under
(Act against unfair competition)
Assignment confirmation of insurance

THE SCENARIO

Insurance companies identified long ago a need for automation beyond just scanning after transactions are completed. That's because for every action an insurance customer takes, there's at least one document that goes with it. Opening a policy and submitting a claim requires forms to be filled out, of course, but then there are other supporting documents, as well. A single claim for a car accident, for example, could require a couple dozen documents attached—police reports, health insurance info, licenses, witness statements. Multiply that by many thousands of customers, and then consider that the insurance industry covers much more than just cars and maintain customer relationships and records for many years. Insurance companies are processing millions of documents each year.

When first generation digital mailroom products were developed and deployed, organizations primarily received paper documents, which were then scanned to a desktop computer in a one-way, rigid process. And this worked well, for a while—many insurance organizations have some set of these outdated and [often] disparate products in place now. Next generation solutions must not only consolidate various incoming streams of communication, but also consider downstream processes and automation opportunities beyond simple capture and deliver. The best mailroom digitization systems also incorporate emerging technologies and architecture options, and have the flexibility to accommodate those technologies yet to be created.

Today, documents can be received in any number of ways—email, postal mail, smartphones, mobile apps, online portals, fax, and chat tools are all fair game. On top of company-defined processes, there are also regulatory considerations that dictate how the information can be processed. These are the same regardless of the media; emails need to be filed and archived according to the same rules as a change of address card.



“The big difference in insurance in the future is going to be service.” — Eldes Mattiuzzo, CEO Youse Seguros

[McKinsey. Digital disruption in insurance: Cutting through the noise](#)

Without automation, companies have limited options to handle the deluge of documents they receive daily. They can hire more people to manually process everything, however these hires would still be using antiquated systems that require manual keying to send the document on to the correct downstream process. They can also choose to outsource the work to a third-party service provider that has better tools for the job. Both of these options, though—direct hires or outsourced workers—require significant training.

Mailroom operators often experience challenges in their environment like:

- Unorganized, single-stream arrival of incoming mail which requires manual sorting, forwarding to the proper department, and/or manual keying of relevant information
- Limited differentiation (if any) whether by address, envelope or contents regarding document types, transactions or insurance division

Insurance providers face four major challenges when considering document process automation:

**ORGANIZATIONAL COMPLEXITY
LIMITED STANDARDIZATION
VOLUME & VARIETY OF CONTENT
COMPLIANCE & CONTROLS REQUIREMENTS**



Insurance companies are organizationally complex. It isn't uncommon for an insurance carrier to provide services in a number of different and disparate areas. Car insurance, homeowners' insurance, renters, health, life, property, flood, and fire: all of these are distinct from one another in terms of what they cover, each with their own set of rules and regulations as to how documents can be processed. Within each of these segments, there are two parallel operations happening simultaneously, sales and claims. Manually sorting and distributing all this information, even if it's done over electronic channels, can be exceptionally complicated and prone to errors. Those who do the actual sorting need to be trained, which on its own isn't so bad but becomes worse when you factor in seasonal spikes in the amount of work to be done. The end of the year is a busy time for insurance companies, as many contracts come to an end and customers seek to renew or cancel. It costs the same to train a seasonal employee as it does one who's full time, an investment that bears little return when the seasonal worker is gone within two or three months.



There's no standard of communication or formats. Especially on the claims side of things, insurance companies need to be flexible enough to deal with whatever kind of document gets sent their way, regardless of how it's sent. They're coordinating with their customers, but also with investigators, appraisers, other insurance companies, mechanics, doctors, and contractors. Some may want to fax a copy of something, while others want to email a few JPEGs. Somehow all of this needs to be consolidated into a single case file, too.



There is a staggering volume and variety of content to process. To process the incoming documents of an insurance company is to speak the jargon of several different professions all at once. Every day, carriers receive their own claims forms, filled out by the customers. These forms may also come in multiple variations, as required information could vary by state. Insurance forms are accompanied by estimates from mechanics, or diagnoses by doctors, or reports from police officers, or appraisals from a bank. This is in addition to new customer forms and all their attending documents, as well as legal contracts, and a seasonal spike in renewals and cancellations.



Controls and compliance are key to day-to-day business operations. Compliance is so integral to insurance organizations that most have an executive-level role to cover this: Chief Compliance Officer, or CCO. The mail-room—with its multiple input channels, multiple documents per communication, various document types and human error processing issues—is a compliance nightmare. In the perfect scenario, every document received should be recorded, along with any operator actions taken, data generated, and customer record associated. Processing must be consistent and audits reliable and readily available.

All of the information—and the aforementioned issues—must then be compiled and organized into the customer's file. This is what representatives have to work from when customers call or email. Any slowdown in the process leaves a representative without answers, and any mistake in the data is blamed on them. In either case, the result is a poor service experience and an unhappy customer. Bear in mind, too, that there's no limit on the number of times a customer may need to contact her insurance company. Auto insurance renews every year; life insurance is in place until the customer passes away. The lifecycle of an insurance customer is an ongoing thing; even a customer who only files a single claim during their time as a policyholder will have to maintain contact with their provider several times over the course of the case. Every contact made is another opportunity for the company to delight or disappoint.

The DocPro* Digital Mailroom for Insurance Providers

TCG's transmission- and format-agnostic approach to document logistics is perfectly suited to modernize Digital Mailrooms within the insurance industry. The flexibility of our solution means companies aren't forced into standardizing with specific platforms or limited to certain file types. DocProStar can interface with any legacy business systems for a seamless fit into most environments. This allows our customers to let their policies dictate how to use the software, instead of having software dictate their policies.

Whatever the type of file, and however it gets into an insurance company's mailroom, DocProStar automates the sorting, receipt and delivery of all incoming documents. One function of the solution as a whole is to improve process transparency and customer response times. From the time a document is received until the transaction is executed, DocProStar opens an automated communication channel with the customer to, for example, verify receipt of the document and document type, as well as status updates along the document processing path.

Capture/Normalize

Whether it's new policies and contracts, customer claims, or supporting documents from third parties, all communication is captured by DocProStar regardless of incoming channel and document format (paper, electronic). Documents are normalized into one format to allow consistent automated processing. DocProStar can act as a single point of entry and input control for all inbound communications, which was lost when manual mailrooms were abandoned.

Classify/Extract

Using Artificial Intelligence (AI), DocProStar is able to identify and classify each document into user-defined types for each department (e.g Claims Form, or Policy Applications). Data is extracted from fields on forms, like names, addresses, or license plate numbers, all of which can be validated against existing records. Recognizing form types, DocProStar can also detect if any required fields are empty in a document, or if an expected document is missing. The

software is able to identify this as well, and rules-based handling allows for immediate follow up to get the information that's needed.

Validate/Verify

DocProStar takes the necessary next steps to validate everything; all the extracted information is cross-checked against their own databases, as well as governmental ones, to verify consistency. For example, an auto insurer will already have a record of a car's Vehicle Identification Number. Any new documents they receive will also have the VIN filled out. DocProStar can verify all these entries against one another, in the existing and new documents, and find discrepancies or other evidence of possible fraud.

Review/Formalize

Documents that pass through a rules-check for validity can be moved along the pipeline. Those documents that are flagged for further review trigger notifications to the right people for a manual review. Notifications are specific and descriptive, pinpointing exactly what needs to be checked and what corrective actions need to be taken. The automation that pushes notification to action is a way in which DocProStar even improves the efficiency of human systems.

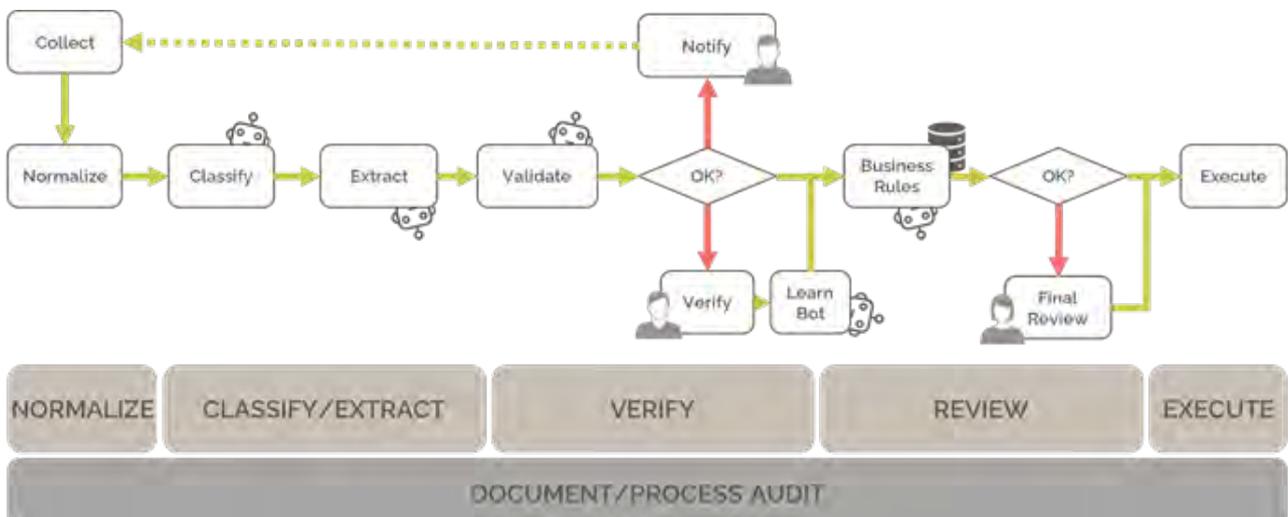
Transact/Execute

Having made it through the process, the document is then moved along to its final destination. That could mean attaching to a customer's case file, or forwarding to other people. Files are all compressed to mitigate storage requirements, and are easily searchable and accessible for as long as the carrier is required to keep the information.

Traceability/Audit

Handling sensitive data requires a great deal of process control and transparency. DocProStar makes this possible with end-to-end process audit tools inherent to the processing platform, enabling complete audit of all document processes. Data is easily shared with 3rd party analytics and reporting tools, and can be rendered as an image to accompany processed documents and transactions.

The digital mailroom for insurance process map



THE BENEFITS OF DIGITAL MAILROOM AUTOMATION WITH DocPro*



Satisfied Customers

When customers complain about their insurance company, 68% of those complaints are about claims handling. Within that group of complaints, "delays in the process" is only a few responses away from the top spot. This is something entirely preventable, and insurance companies deploying DocProStar are doing just that.



Money Saved & Money Earned

Errors in document processing don't just cost time, they cost money. Moving to a digital platform improves data quality, and an error-free automated solution costs one-fourth to one-third what it does to process the documents manually. On the sales side of things, the sped-up application process increases the odds of conversion from 70% to 90%.



Ensures Compliance

Compliance is, essentially, a group of rules that insurance companies have to follow to stay within the regulatory bounds governing the industry. Digital automation is carried out according to rules-based instruction sets, making it the perfect fit for compliant document handling. In a more general sense, compliance with General Data Protection Regulation (GDPR) requirements are met via a bevy of access- and document-specific settings.



Greater Agility

The business of insurance changes rapidly, however outdated document and process automation systems often struggle to keep up with changes to requirements or delay new product rollouts. DocProStar offers providers the ability to quickly adapt processes with an intuitive user experience and low code/no code environment.



A Leaner, More Cost-Effective Workforce

Automating document logistics saves insurance companies thousands of labor-hours each year. This only accounts for the time spent processing documents, and not any of the training that has to happen before an employee can do the work.

Additionally, seasonal or incident/disaster related spikes in workload can jam up insurance companies for weeks or even months. Hiring more workers to meet the demand takes its own amount of time and investment. With DocProStar, companies can scale up or down in an instant with no hit on performance.

ABOUT DOCPROSTAR

TCG's DocProStar automates end-to-end processing for a wide variety of document-centric use cases in banking such as account opening, lease applications, consumer credit, mortgages, accounts payable, and generic digital mailroom for banks. TCG's intellectual property provides a modern, robust, and highly scalable platform including Robotic Process Automation (RPA), Artificial Intelligence (AI), and other advanced technologies to achieve a new degree of efficiency in administrative processing. Compliance is built in and implementation times are shortened due to the platform's no-code approach and flexible deployment options (private or public cloud, on-premises). Organizations using DocProStar reduce costs, speed transaction times, lower risk, and offer greater value to their customers and business partners.

ABOUT TCG

TCG is an international organization solving business process automation (BPA) challenges with its DocProStar platform, digitizing and automating complex processes across enterprises like Banking/Finance, Insurance, Healthcare, Public Administration and their business process outsourcers or shared services organizations. TCG markets solutions direct-to-customer and via partners, on 5 continents.

