

## Underwriting Support



### Customer

The customer is a Fortune 500 life insurance company; products offered – annuities, mutual funds, college savings plans, life insurance, group and employee benefits, automobile and homeowners' insurance and business insurance.

### Business Challenge

- Reduce cycle time of census, renewal and policy rating services
- Augment staff for seasonal volume fluctuation
- Accurate pre-underwriting check
- Improve and sustain improved productivity

### Mahindra Satyam's Solution

- **Renewal Census Report:** Validation and processing of end customer census information received as the input for policy rating
- **Renewal Rating:** Generating renewal rates for all policies that

are up for renewal and sent to an underwriter for final approval, thereby considerably reducing underwriting time

- **Medical Pre-Underwriting Support:** Entering the customer information into Personal Health Application (PHA) which auto-adjudicates and approves, declines or transfers the file to an underwriter for further verification based on the medical risk of the applicant

### Benefits

- Process standard sustained over 5 Sigma levels
- Proprietary training modules on handwriting recognition developed – recognized as best practice by the customer
- Custom training modules developed and improvised
- Improved responses from customers which helped generate accurate rates

Achieved a TAT of less than 4 days consistently in all the months of the peak with quality of >99%

At Mahindra Satyam BPO's Insurance practice, we offer a broad range of services that include End to End Claims Management, Policy Enrolment and Administration, Claims Enquiry & Verification of Benefit Call Center, Warranty Claims Management, New Business and Renewal Rating and Census, Dental and Vision Claims Management.

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