

Expansion of Self-Service Payment Options

Steve Bitar, Chief of Consumer and Agent Services

Jeremy Pope, Director of Consumer Services





Telephone Payments

April 1, 2016 – Soft Launch

May 2, 2016 – Enterprise and Agent Communications

- 100% automated
- Available 24/7
- Majority of payments completed between 7:00am – 6:00pm
- Majority of calls completed between 4 – 6 minutes
- 50% increase in utilization since 5/2 communications

Payment Statistics

	Phone	MMP	Paper Checks	Total
April 2016	745	14,398	55,881	71,024
May 2016*	823**	7,178	27,531	35,532

*Through 5/15/2016

**May Forecast: 1,700+

- **Invoice Enhancements** (Design/Verbiage)
- **Consumer Self-Service Strategy**
 - *Manage myPolicy*
 - *Interactive Voice Response System (IVR)*
 - *Mobile Solutions*
 - *FNOL Automation*

