

Self-Service Update

Consumer Services Committee

August 31, 2022

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VP, Customer Experience

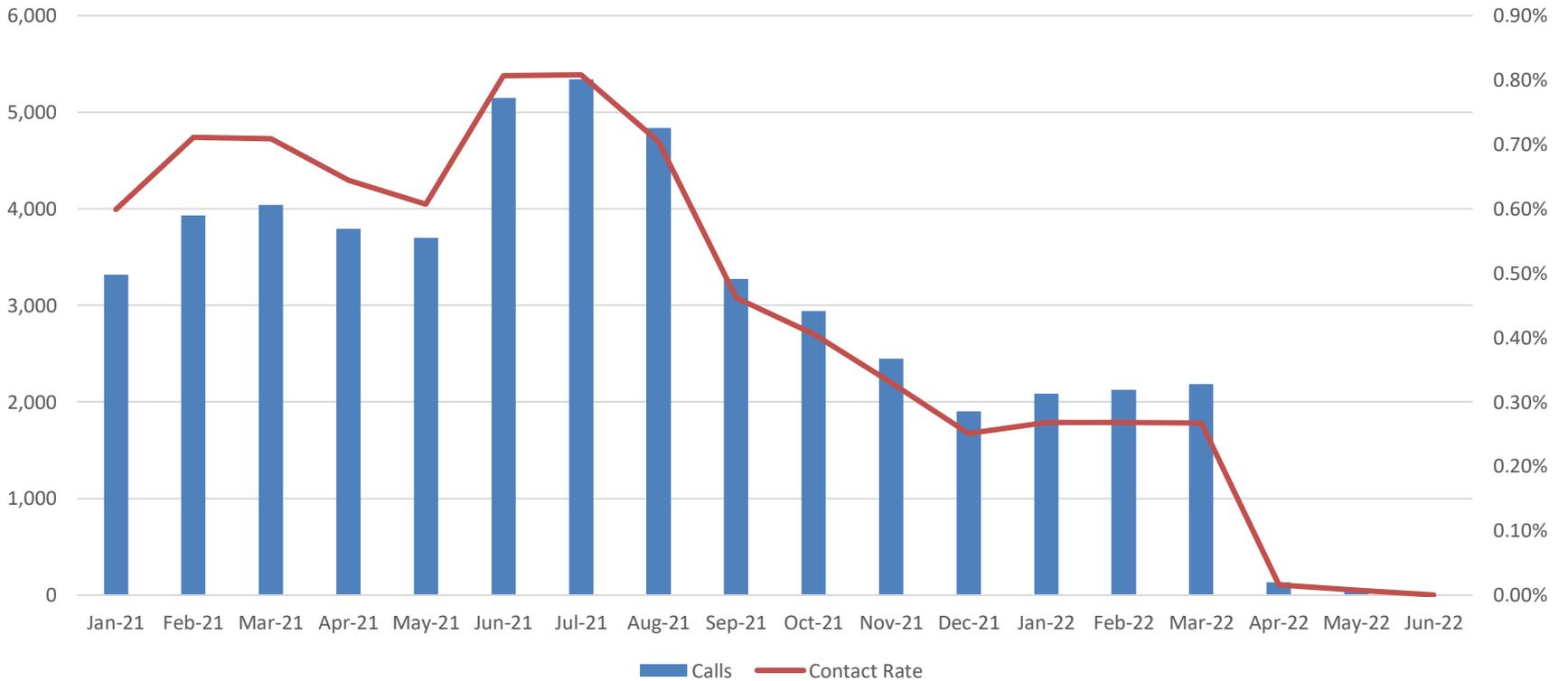


Maximizing Technology

The implementation of these projects will result in an annualized call elimination or reduction of approximately 200k calls:

- **Mortgagee Self-Service Portal Implementation**
 - April 1, 2022: fully transitioned all mortgagee calls to the Self-Service Portal
 - Provides lenders online access to Citizens' specific policy information to verify policy coverage and request lender information updates
- **Enhancements to our Interactive Voice Response (IVR) platform for Policyholders**
 - Pay-by-Phone Enhancements
 - Activated self-service feature to help strengthen the agent and policyholder relationship
 - Reduced policyholder calls by 30% (daily support)

Monthly Volume vs. Contact Rate



Go-Live Date September 2021
Self-Service 100% Implemented on 4/1/2022

Release 1 – Policy Document Display and Download

Implemented on 4/6/2022

- All registered myPolicy users can now access their policy and billing documents

Release 2 – myPolicy Contact Synchronization (no public facing changes)

Part 1 implemented on 6/29/2022

- Creates a direct relationship between a myPolicy account and the related policy in PolicyCenter
- 'myPolicy Username' and 'Paperless Opt-in' fields added to First Named Insured Contacts in PolicyCenter

Part 2 implementation scheduled Late Q3

- Display myPolicy usernames in PolicyCenter (for users registered before 6/29)

Release 3 – Opt-in/out for Electronic Delivery of Documents

Implementation scheduled Early Q4

- myPolicy users will be able to opt-in/out to paperless delivery of documents (Personal Lines only)