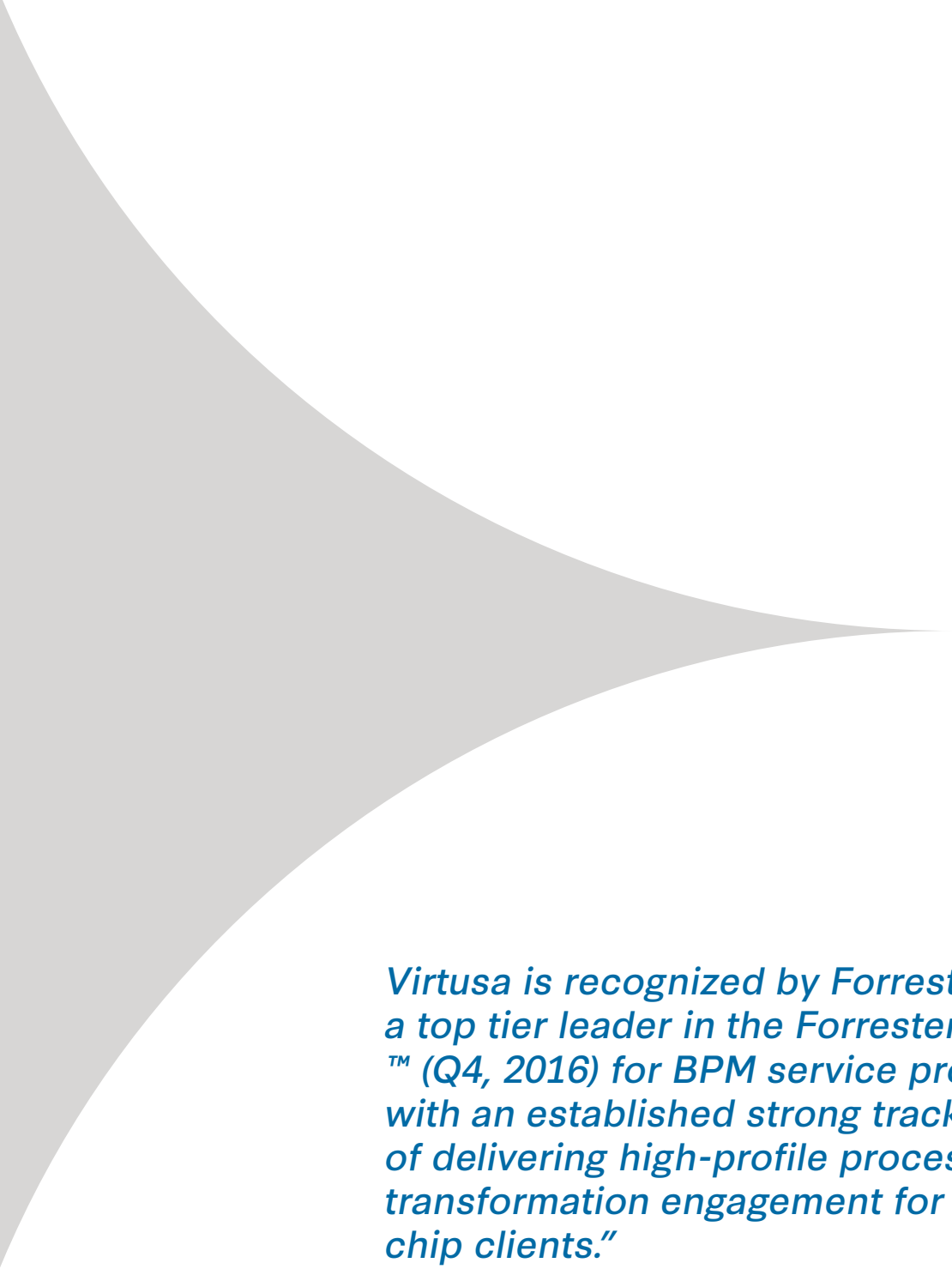


DATASHEET

Turn customer Complaints in2 Compliments!

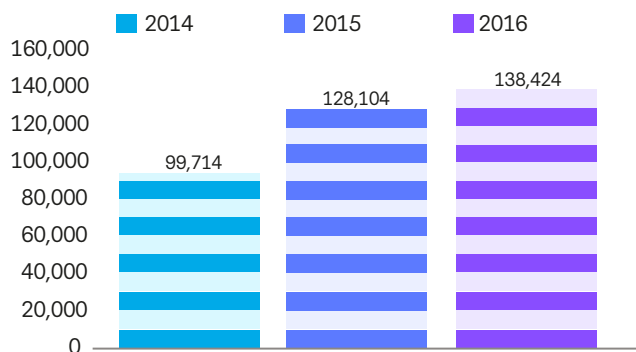
C2C Complaint Management System for Insurers



Virtusa is recognized by Forrester as a top tier leader in the Forrester Wave™ (Q4, 2016) for BPM service providers with an established strong track record of delivering high-profile process transformation engagement for blue chip clients."

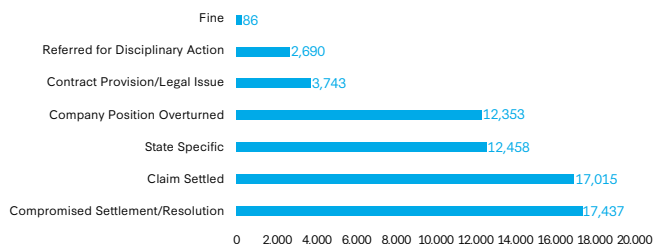
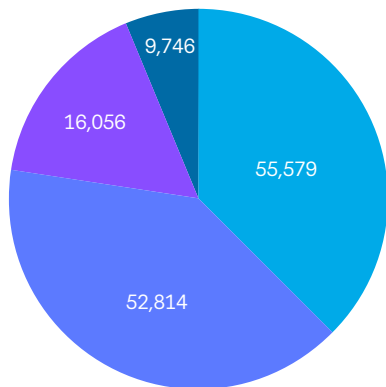
Challenges in managing complaints

Total no. of complaints



Top LOBS in 2016

Auto Accident & Health Homeowners Life & Annuity



Insurers may have spent well over \$170K managing these complaints (40 hour @\$31 per complaint).

According to NAIC*, US insurers managed over 138K complaints in 2016 with auto being the largest coverage type and compromised settlement being the largest type of disposition.



Prolonged resolution of complaints

SLA targets are compromised due to:

- Complex internal processes
- Multiple manual handoffs for reviews
- Approvals across departments



DOI/ Regulatory non-compliance

SL commitments are missed due to:

- Internal delays
- Lack of visibility into complaint status
- Regulation variance in states



Low policyholder/agent satisfaction

Lack of visibility into complaint status cause:

- Multiple complaints to be spawned out of an unresolved issue
- Escalation of complaints
- High volume of 'urgent' complaints



High costs and lost opportunities

Multiple systems to manage complaints result in:

- High maintenance cost
- Long staff training time of 60 - 90 days



Operation inefficiencies

Business units are burdened with:

- Inefficient workflows
- Increased error rates
- Poor data quality/reporting
- Complex processes and attrition



Low visibility into complaints

Multiple systems, existing manual handoffs and workarounds create:

- Poor reporting
- Difficulty tracking complaints from origination through resolution

C2C CMS revolutionizes complaints processing, compliance and policyholder satisfaction

Provides efficient workflow

Quickens the pace of complaints resolution and lowers costs

- Analyze capability to simplify complaints officer's life
- One workflow that works across different departments
- Online visibility of current complaint status across Departments
- Multiple priority/ severity levels
- Escalation based on business rules
- Different complaints intake options such as email, xml, forms etc.

Platform for collaboration

Improves operational efficiency and complaints tracking under one system

- All parties including compliance/ complaints, departments (distribution/ uw/ claims/ cs), policyholders, agents are updated in time
- All related information in one location including emails, notes, documents, images, etc.
- Post message function to share complaints related information
- Search across complaints documents, notes etc.

Enables regulatory compliance

- Extensive SLA reporting and dashboards
- Time-bound tasks with reminders
- Extensive auditing

Improves policyholder satisfaction

- Faster resolution of complaints, resulting from improved tracking
- Improved timely communication improves policyholder/agent satisfaction



"NAIC Closed Confirmed Consumer Complaints by Coverage Type As of May 31, 2017"
"NAIC Dispositions Regarding Closed Confirmed Consumer Complaints As of May 31, 2017"



C2C CMS provides extensive feature sets to meet every insurer's requirements

One centralized system for all complaints

- All information related to complaints including data and documents when you need them
- Ability to analyze a complaints – a feature that will save users' time in understanding complaints
- Message board functionality to post messages in the group
- Supports multiple business units through work groups and work baskets
- Provides sub-cases, notes, attachments, links etc.
- Cases/sub-cases can be moved or assigned to different stakeholders
- Graphical representation of workflow and current step of the case
- Graphical calendar view with 1-click to go to complaints
- Print feature allows the entire complaints information to be printed on PDF

Powerful combination of rules and case management

- Artificial Intelligence capabilities on categorizing the complaints
- Complex rules can be applied for routing, auto assignment and other purposes
E.g. NAIC code and response time can be auto calculated based on the address of the policyholder and Out-of-the-Box integration capabilities

Comprehensive security measures

- Work basket/workgroup based security to control read/write/create/delete permission
- Role based access rights on attachments
- Extensive audit trail and case narrative

Alerts/Notification capabilities

- Support for Email templates configuration
- Auto triggered emails/letters based on due dates/deadlines
- SLA driven process for each task

Maintainability

- Built on a scalable application platform combining the power of business process, business rules and case management
- Can be extended to include any functionality based on lines of business (LOB) or geographic nuances

Personalized dashboards

- Personalized dashboard functionality for multiple roles
- Operational, performance, quality and SLA reports



virtusa

For more information about Virtusa write to salesinquiries@virtusa.com

About Virtusa

Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of digital business strategy, digital engineering, and information technology (IT) services and solutions that help clients change, disrupt, and unlock new value through innovation engineering. Virtusa serves Global 2000 companies in Banking, Financial Services, Insurance, Healthcare, Communications, Media, Entertainment, Travel, Manufacturing, and Technology industries.

Virtusa helps clients grow their business with innovative products and services that create operational efficiency using digital labor, future-proof operational and IT platforms, and rationalization and modernization of IT applications infrastructure. This is achieved through a unique approach blending deep contextual expertise, empowered agile teams, and measurably better engineering to create holistic solutions that drive business forward at unparalleled velocity enabled by a culture of cooperative disruption.