

KEEP CUSTOMERS INFORMED - EVERY STEP OF THE WAY



TODAY

Lack of communication leads to frustration



WITH KOFAX

Visibility builds trust and confidence



Claim is submitted

Information is entered into multiple systems manually or as attachments

Claims handler has fragmented access to information



Claim is submitted

Kofax captures information from all sources and adds to the claim's platform

Claims handler has instant access to the right information



Claim processing started

Claimant not notified

Not knowing status, claimant has to call for update



Claim processing started

Claimant automatically notified claim is in progress



Claim delayed due to late vendor report

Claimant not notified

Suspecting a delay, claimant again calls for status



Claim delayed due to a late vendor report

The delay, and reason is available to the claimant through their portal



Vendor report arrives

Error in report processing leads to further delays

Another call to check status



Vendor report arrives

Data across different forms and documents is cross checked automatically for errors



Calls

Delays

Costs



CLAIM APPROVED

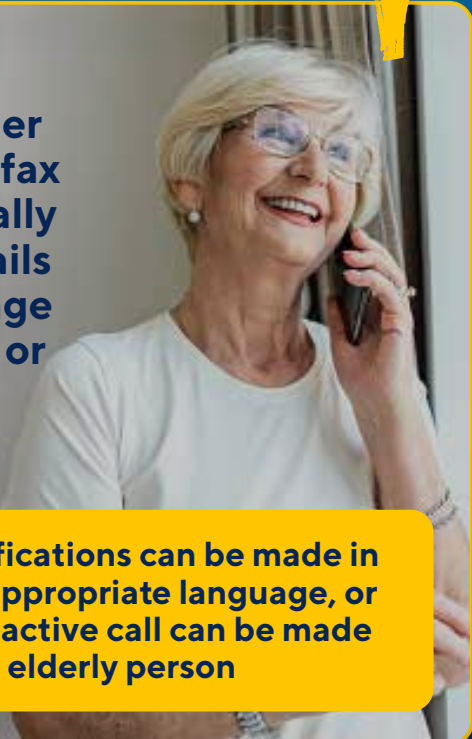


CLAIM APPROVED



GREAT CUSTOMER EXPERIENCE

For an even better customer experience, Kofax can automatically recognize details like the language used in a form or the age of a claimant



Notifications can be made in the appropriate language, or a proactive call can be made to an elderly person

NEVER AGAIN