



Clear Point Claims & SPLICE Software Reduce Litigated Claims & Improve CX

Partnership delivers a streamlined, efficient, and secure communication with policyholders. Through our patented, data driven dialog™ insurers can connect with policyholders at the right time and place - improving the claims experience for both parties.

A Powerful Partnership

If your policyholders suffer property damage, or are otherwise impacted by a natural disaster, the claims process can be long and stressful - resulting in a poor customer experience and unsatisfied customers.

From an insurance carriers' perspective, litigated claims, following a catastrophe, cost excessive amounts of money and considerable time in defending the resolution of the claim.

Insurers can better equip policyholders for the coming weather by offering critical information like prevention tips, and sending them to the company's app and/or website for more information.

SPLICE Software & Clear Point Claims have partnered together to do exactly that. With Clear-Call©, a solution from Clear Point Claims (CPC), powered by SPLICE, insurers are able to **reduce** litigated claims, **accelerate** the claims process, and create a **better policyholder experience**. This results in a clear competitive advantage.

Partnership Improves Policyholder Experiences

Insurance Providers Focus on Customer Experience, a recent J.D. Power Study, reminds us that insurers have, historically, competed on the basis of price, making it difficult to be recognized for providing an outstanding customer experience.

More recently, however, "insurers have shifted their competitive focus to improving communication, process efficiency, and being easier to work with as a way to solidify and grow their business", said Valerie Monet, director of the insurance practice at J.D. Power.

Technology is playing a key role in this, and the Clear Point Claims (CPC) and SPLICE Software partnership focused on this initiative by improving the overall relationship with the policyholder at a grueling time in their lives, like a CAT.



Footage of Hurricane Matthew Supplied by NASA

About SPLICE

SPLICE Software's cloud-based Dialog Suite™ uses Big Data & Artificial Intelligence (AI) to target personalized Voice & SMS messages to critical moments in the customer journey, enabling proactive communications to drive fact-based decisioning which improves the overall customer experience (CX) for insurers, bankers, and retailers.

About Clear Point Claims (CPC)

Clear Point Claims (www.clearpointclaims.com) supports a US-wide network of adjusters providing adjusting services, and 24/7 call center support for insurance carriers. With a focus on streamlining the claims experience through proactive notifications, CPC's business strategy involves a customer-centric model that provides "The Clear Difference" in customer experience.

"SPLICE has enabled Clear Point Claims to continue our tradition of innovation for the property and casualty insurance industry. SPLICE provides a technology platform that, when combined with our industry expertise, adds significant value to the solutions we provide to our clients."

- Michael Miller, Chief Financial Officer, CPC

Head Office
425 78 Ave SW, lower level
Calgary, AB T2V 5K5

Sales & Marketing Office
140 Yonge Street, Suite 211
Toronto, ON M5C 1X6

Sales Office
4250 N. Marine Dr., Suite 229A
Chicago, IL 60613

1.855.677.5423
www.splicesoftware.com
@SPLICESoftware