

Verisk's PhoneAssist can make the call for you

When your core business is insurance, you perform many important and strategic functions essential for risk control, some costly or time-consuming. You need assistance from an expert who knows your business. Verisk understands insurance, knows the underwriting process, and can help you solve the unique challenges you face. We make sure you get accurate information on customers, properties, and hazards; determine whether customers make recommended remediation; verify you have the right contact information — and maintain your first-rate customer service.

Verisk's PhoneAssist features services that can help you reduce time and expenses, increase productivity, and improve underwriting and rating processes. Together we can implement efficiencies and institute effective controls.

Here are some PhoneAssist services that can help you

Control risk at your insureds' properties

When a field representative — yours, Verisk's, or a third-party provider — conducts an on-site survey and makes recommendations for mitigating risks at the property, there's typically no follow-up to determine if the property owner performed the suggested remediation. Deprived of that knowledge, either you decline to insure the property — losing business — or issue coverage that potentially leaves you open to unanticipated losses.

Following up with property owners on your own is tedious and expensive. Verisk's Risk Control Program does it for you. We contact property owners by phone or mail until we confirm that they've taken action; have a specific plan for taking action, including a time frame; or have decided not to take action and why. We give you a final report that helps you underwrite properties with acceptable risk profiles.



Conduct phone surveys

An on-site field survey isn't always necessary for every insured. For some businesses — such as a home-based landscaper or general contractor working out of a truck — Verisk can conduct low-cost phone surveys to gather the underwriting and loss control information you need, saving time and money. Working with your specifications, we'll call each insured using a phone script and checklist we develop together.

Our flexible program uses the criteria you determine: business description, equipment used, number of employees, certifications and licensing, and other factors. We can tailor the program to provide a predetermined number of calls to each insured, a set length of time per call, and specific intervals between contacts. We give you periodic updates based on your needs.

Verify contact information

Without the correct contact information for a property, a field inspector can't gain proper access and provide the accurate risk data you need. Our experience shows that as much as 40 percent of the contact information supplied by the insured (name, phone numbers, and location) is incorrect or incomplete. Chasing down the correct information is costly and time-consuming.

With Contact Verification, we call each insured in advance to verify contact details. In addition, our ProMetrix® commercial property database of more than 3.5 million commercial buildings can provide detailed data to the field representative. Armed with that prior knowledge and a scheduled appointment, the field representative can conduct a high-quality building survey and get the accurate information you need.

PhoneAssist

Specific services for specific needs

PhoneAssist provides a wide range of phone support services to meet your needs. We'll work with you to solve unique problems quickly and effectively. We understand the complexities of risk mitigation and give you the expertise gleaned from our background in site surveys, risk assessment, and loss calculations.

Our team of more than 120 National Processing Center professionals is standing by to make your calls.

For more information on Verisk's PhoneAssist, please contact your account representative or call Verisk Customer Support at 1-800-444-4554, option 3.

Case Study

The following case study illustrates how Verisk responded to a specific and unexpected client need using PhoneAssist.

A national insurer with a number of hotels in its portfolio had a challenge it couldn't resolve. The insurer suspected that access issues with a type of electronic room key and lock that many of its insureds used could cause problems with security. The issue was rife with potential risk that could lead to unanticipated losses — so the insurer called on Verisk.

Verisk's PhoneAssist team analyzed the problem. Working with the insurer, we developed a specific program to address the issue. Verisk called all the hotels in question and compiled accurate data — including manufacturers, models, and serial numbers — on the locks installed in their guest rooms. Using the information we supplied, the insurer was able to confirm the extent of the risk in its portfolio and took appropriate action, reaching out to customers to correct the key and lock problem.



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