



Case Study: Streamlining and saving on motor vehicle reports

The challenge

A major national insurer was spending heavily on MVRs. Further concerns arose when a regional data outage underscored the importance of being able to verify a risk's driving history. Without data continuity, major business disruption can occur. If an insurance company cannot quantify a person's risk at the time of quote, re-rating may need to occur later. This can raise a person's insurance premium, resulting in a poor customer experience and greater potential for an abandoned quote. These issues highlighted the need for:

- Redundancy and resiliency to avoid interruptions in underwriting and quoting
- A means to rein in costs associated with ordering unnecessary MVRs

The solution

The insurer saw an opportunity to realize cost savings in key states by accessing Verisk's unique driving history tools. Testing in selected states confirmed the potential value of the investment.

Verisk's driving history solutions deliver robust access to driving record details. Verisk also offers an MVR Risk Indicator, an evidence-based tool that provides a quick and simple yes/no response about the presence of adverse activity on a motorist's driving record. These innovative risk indicators enable the insurer to focus underwriting spend on drivers with activity in their recent past.

The implementation

An insurer must carefully evaluate the decision to implement with a new provider. In this instance, the investment case was multifaceted. Customer experience, cost savings, redundancy through use of more diverse providers, and access to innovative tools made working with Verisk the right call for an insurer focused on the future.

Some insurers have reduced their driving history underwriting expenses – the most significant underwriting cost – by 25% to 35%.

The results

Bringing Verisk's data into the early stages of the quote flow made an impact. Because on average, 75% of people have clean driving records, insurers can reduce underwriting expenses by 25 to 35 percent by focusing spend on the riskiest drivers.

Four Keys to Success

At Verisk, we believe success in today's auto insurance market depends on speed, accuracy, scale, and a great customer experience. All it takes is the right ingredients:



Exclusive underwriting insight from the right data and analytics partner.



A data-forward strategy with the right focus for today's digital expectations.



A smart economic model targeted to the data you need.



An ecosystem to help you maximize value and resiliency.

Transactional models that pull data too late may leave you short of rising digital expectations amid relentless competition. Are you sure which data is relevant and when, across the policy life cycle? Can you tap into deep, accurate data assets with enterprise licensing and unique solutions that change the old rules? We invite you to explore what's possible with Verisk auto innovations.



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