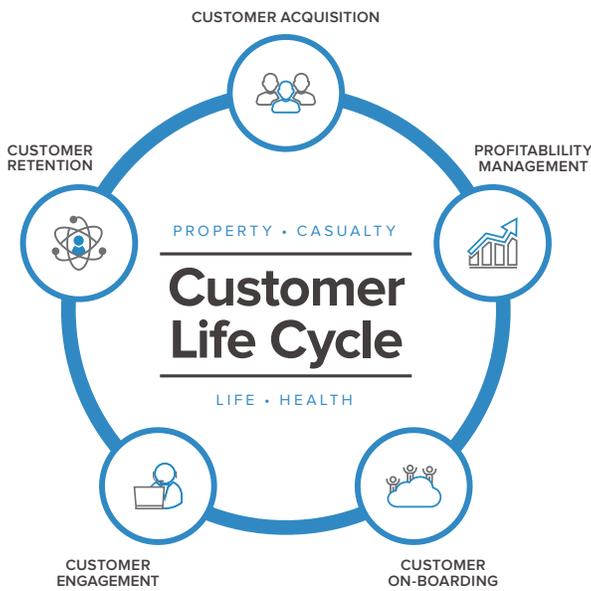




SYKES Insurance Services

With over ten years of experience with some of the industry’s leading insurance providers, SYKES has developed a comprehensive customer life-cycle solution that supports the evolving insurance market – and in turn helps your customers as they grow.

SYKES Insurance Services combines a virtual model with licensed sales agents communicating through multiple digital channels to deliver a flexible and personalized experience to customers throughout the insurance life-cycle. Our end-to-end solution is delivered through the engagement of our Welcome Team, Integrity Team, and Customer Management teams to achieve the highest rates of renewal and satisfaction among customers.



CUSTOMER ACQUISITION

Delivering a unique customer experience starts with customer acquisition. Understanding your customers is what we do best, from leading digital marketing strategies to licensed sales agents in all 50 states. Your customers will be handled with the care and expertise they deserve.



PROFITABILITY MANAGEMENT

SYKES has built a Quality & Integrity Team to oversee the Profitability Management and Underwriting processes within the customer life-cycle. The strategies used have resulted in a major insurance carrier rating our processes with a quality score of 95%.



CUSTOMER ON-BOARDING

On-Boarding is a crucial step for your customers, so it is vital that this process is seamless and delivered through the preferred channel of the customer to achieve maximum adoption. At SYKES, we’ve built a custom team of experienced licensed agents who engage with customers immediately to assist them through the 120-day on-boarding cycle. We leverage a digital on-boarding process with e-signature technology that delivers a 97% adoption rate.



CUSTOMER ENGAGEMENT

The specialized expertise we bring to managing people, processes, and analytics is what sets us apart from the competition. SYKES knows how to deliver a quality customer experience for policyholders and follows through with dedication and skill.



CUSTOMER RETENTION

Keeping a customer past their initial term is a testament to your service, your business, and ultimately your brand. We understand how crucial this step is in the customer life-cycle, which is why we re-engage our Welcome Team to participate in proactive outreach for retention queues to ensure a high renewal rate.