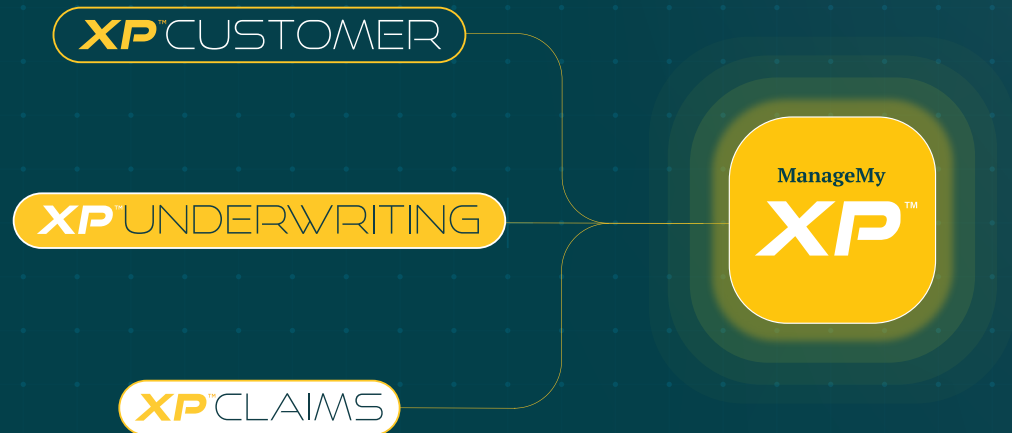
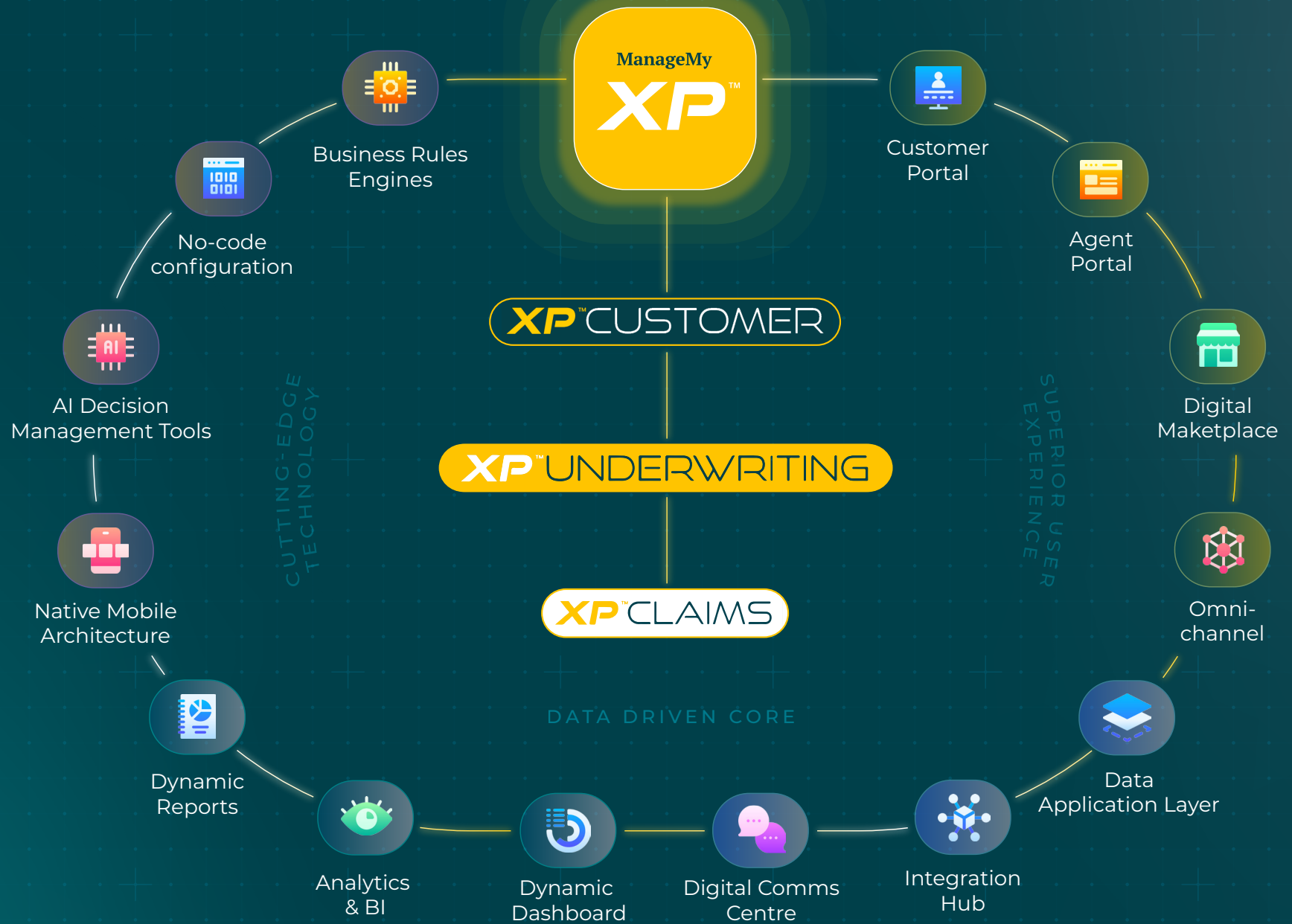


Reshaping the insurance
experience – for *customers,*
carriers and agents

Unifying Digital Journeys





Introducing ManageMyXP™

ManageMy provides outstanding experience software solutions for the insurance industry.

We help partners deliver **XP**™ tional solutions for the three foundational processes – **Buy, Service, Claim** – that build value for customers, distributors and insurers.

At ManageMy, we understand the complexities of insurance, the limitations of legacy technology and how this has shaped experience for customers, agents and carriers alike.

Our technology dramatically improves the experience across the insurance lifecycle by integrating technology that enables carriers to:



Sell more insurance, more quickly,
without increasing risk



Provide intelligent, streamlined
servicing throughout the policy lifetime



Analyze, manage and process claims
to elevate customer experience



The ManageMy Experience Platform:

XP™ CUSTOMER

Exceptional customer journeys with
seamless interactions at every touchpoint

XP™ UNDERWRITING

Enhancing the sales journey by understanding
and automating customer data

XP™ CLAIMS

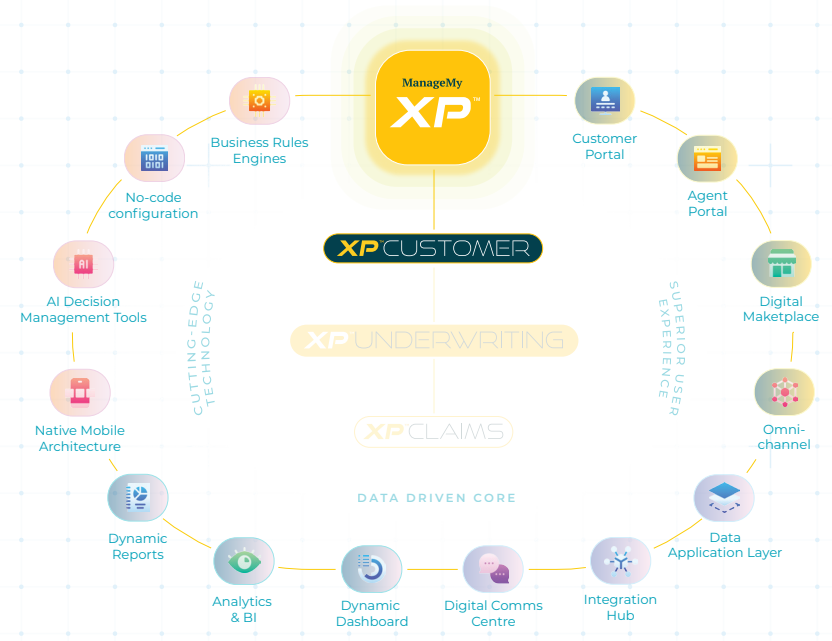
Intelligent decisioning to accelerate and
streamline the claims experience

Exceptional Customer Experience

ManageMy's **XP**CUSTOMER is an integrated services platform that unifies all interactions and touchpoints across every stage of the customer journey.

It provides real-time links between customers, agents, and carriers throughout the Buy, Service, and Claim lifecycle.

XPCUSTOMER helps carriers meet the ever-increasing demands of today's customers by providing an easy yet sophisticated digital experience that enhances customer engagement. For the business, it cuts through the constraints - and added costs - caused by legacy systems, manual processes and channel confusion.



The impact of **XP**CUSTOMER:

- | | |
|---|--|
| <p>Increased Sales & Business Growth</p> <ul style="list-style-type: none"> Higher conversion rates and lower acquisition costs Improved cross-sell and upsell rates | <p>Enhanced Customer XP & Retention</p> <ul style="list-style-type: none"> Better customer engagement and satisfaction Increased retention and higher persistency |
| <p>Operational Efficiency & Cost Reduction</p> <ul style="list-style-type: none"> Lower cost to serve ratio Higher agent productivity | <p>Quicker & More Efficient Processes</p> <ul style="list-style-type: none"> Faster and higher issuance rates Better automation and document delivery |

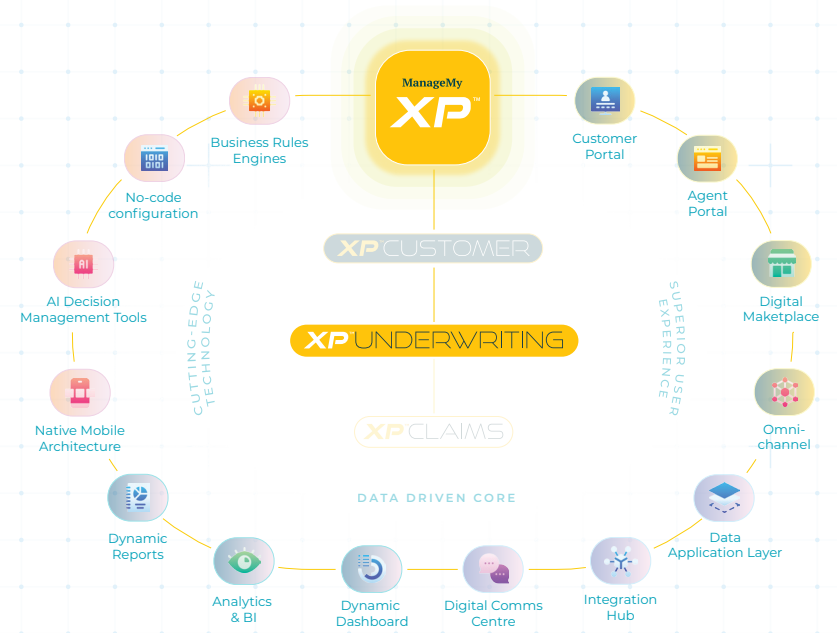
Key features:

- Digital native, mobile-first, 24/7 access**
- Easy-to-stand-up, no-code, purpose-built platform**
- Centralized hub for data and integration services**
- Smart digital workflow and doc management**

Streamlining Underwriting

ManageMy's **XP** UNDERWRITING is a state-of-the-art accelerated and automated underwriting solution that creates seamless, guided and responsive customer pathways to purchase across multi-product and omni-channel journeys.

We create underwriting journeys that allow carriers to sell more insurance faster, and without unduly increasing their risk exposure.



The impact of **XP** UNDERWRITING:



Faster Underwriting & Policy Issuance

- ✓ Higher STP rates
- ✓ Instant approval and lower end-to-end completion times



Cost Efficiencies

- ✓ Reduce manual resource requirement with AI/ML
- ✓ Streamlined policy issuance



Increase UW Accuracy & Consistency

- ✓ Superior risk assessment and pricing
- ✓ Integration of predictive modelling data



Enhanced Customer & Agent Experience

- ✓ Personalized and relevant journeys
- ✓ Dynamic questions, zero repetition

Key features:



User-friendly, **configurable** rules sets



Powerful **data analytics** and reporting tools



Core integrations with key 3rd party data vendors

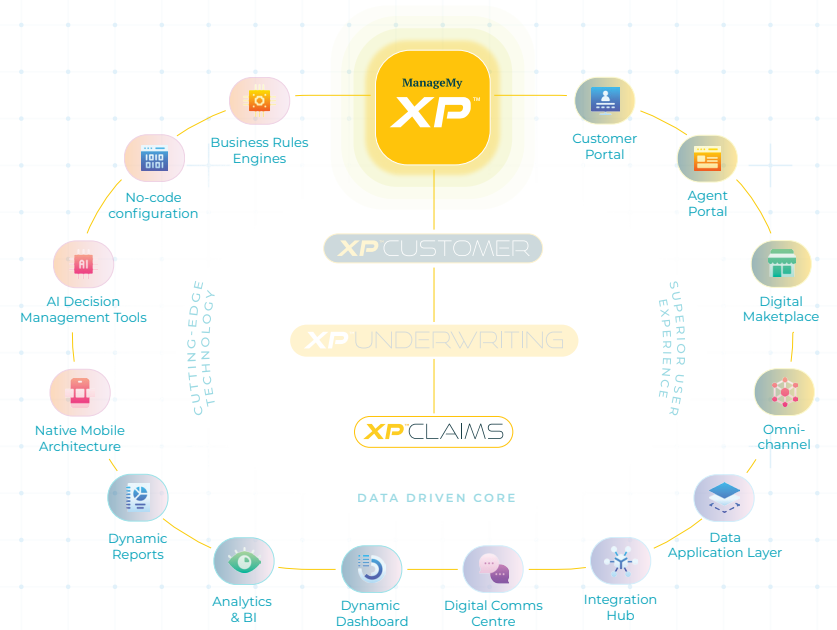


Incorporates the **latest AI/ML** technologies

Redefining the Claims Experience

ManageMy's **XP CLAIMS** combines smart evidence collection, intelligent policy and benefits review, automated triage and decision management, and ongoing review and management.

Claims are the ultimate moment of truth in the relationship between customers and insurance carriers. They define the insurance experience. ManageMy **XP CLAIMS** is a next-generation claims technology that helps carriers reshape that experience.



The impact of XP CLAIMS:

Enhanced Customer Experience

- ✓ Segmented, personalized customer journeys
- ✓ Guided, responsive support throughout submission

Accurate Claims & Fraud Detection

- ✓ More comprehensive 360° claims assessment
- ✓ Compliance and audit trail

Faster Claims Processing & Payouts

- ✓ Increased autopay rates
- ✓ Reduced average processing times

Cost Efficiency & Reduced Overhead

- ✓ Reduced claims FTE resource requirement
- ✓ Lower cost to manage contested claims

Key features:



Guided, *responsive user interface* and Concierge service



360° Automated triage and 360° claims assessment



Supports *multi-product portfolios* and reinsurers



Powerful data analytics & claims dashboard

Contact Us

Experience the Difference with ManageMy.
Let's reshape your insurance experiences together.

Visit www.managemy.com for more info
and reach out to us for a personalized demo.

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