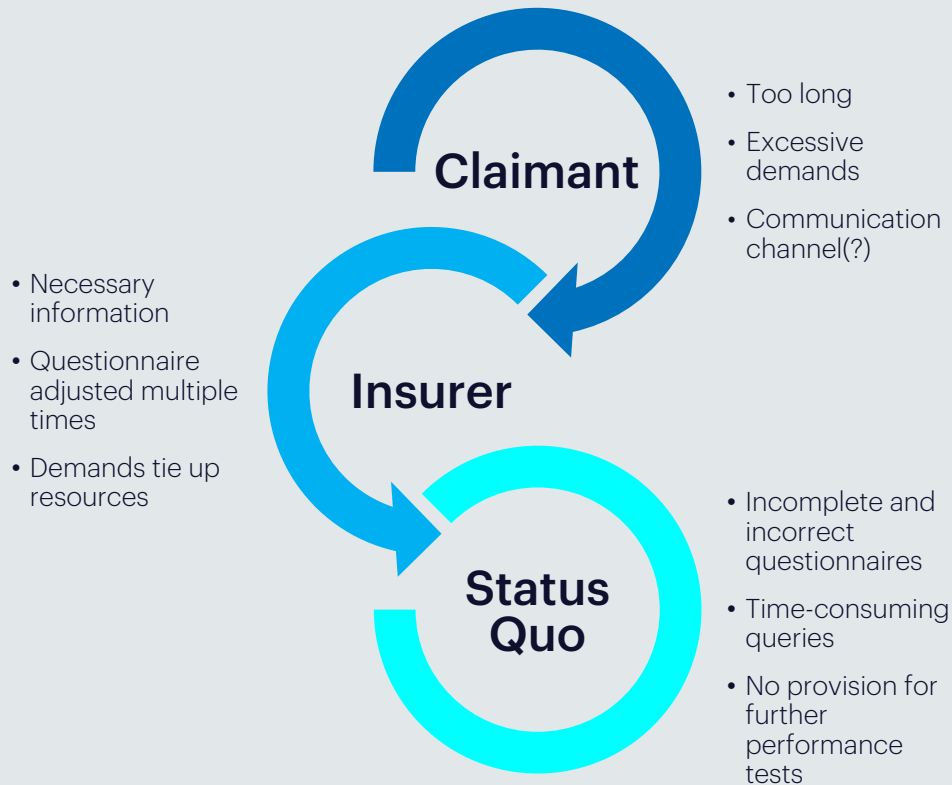




Occupational Disability Claims Processing

The Challenge

The initial questionnaire



Our Mission

How do I get all the information needed for the performance check?

Our Solution

PRO GLOBAL
Connect
Start

Our system is a 100% browser based digital solution. No installation is required and it is both tablet and smartphone optimised. It is easy to upload documents (medical documents, business documents) with our end-to-end digital solution including a digital version of the questionnaire, although analog remains possible.

We offer optimal assistance for the insured, with telephone callback and the ability to ask questions directly via the portal and a Video Assessment option.

100% legally secure and GDPR compliant

Management summary

Pro Global Connect:START enables the quick and easy collection of the required documents and information with an end-to-end digital pathway, but analogue also remains possible.

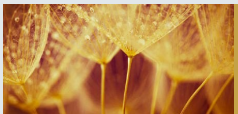
The benefit to insurers is to be seen as helpers and not just as regulators (CX - "best in class customer service"). Pro Global Connect:START can be used as a marketing tool when selling your own products due to its increase in efficiency and effectiveness. This in turn relieves your own highly specialized performance inspectors in obtaining the documents.

Levels of service



Pro Global Connect: Start

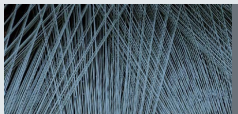
- Collects all information for the initial questionnaire.
- End-to-end digital – but multi channel communication possible.
- The customer can leave the digital route and re-enter it at any time.



Pro Global Connect: Start – Gold

Additional benefits:

- A video session with a specialised performance assessor to help with the information gathering process



Pro Global Connect: Start – Platinum

All the benefits of Pro Global Connect Start and Gold, plus:

- An on-site interview with a qualified on-site performance tester at any point

Get in touch: Stilianos.Kalaitzidis@pro-global.com

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Start

Our applicants gave us

ø valuation

9.4

References

This is what our claimants say:

Ms. C. created the questionnaire very sensitively and patiently and took away my fears. Thank you very much and I ask you to convey my praise to her. Congratulations on such competent employees.

Mrs. S is a pleasant and competent contact. Thank you very much!

Keep up the good work and thanks for the opportunity to talk to you in person.

Extremely sympathetic and authentic advice and help.

PRO GLOBAL
Connect
Optimising the claims journey