



35% cost savings

15% improved efficiency

Over 98% operational accuracy

Reduce cost and drive operational speed  
with our **Lender Placed** solutions.

# Lender Placed Solutions

With over 20 years of industry experience we help Lender Placed Insurance firms achieve:



Business process management



Intelligent automation



Regtech & automated QC platform



Omnichannel customer contact



Data analytics



InsureTech platform



## Business Value

### Increased profitability and resource optimization with Business Process Management

Flawless execution capabilities across front, middle and back offices. 1,800 FTE processing of 13M documents, data verification of 9M documents and 2.3M contact center calls

### Enhanced operational productivity and agility with Intelligent Automation

Suite of Solutions using RPA, AI, NLP, Machine Learning, Machine Vision and Automated Data Ingestion

### Reduced risk exposures with a Regtech & automated QC platform

Combination of automation and data analytics to deliver 20X faster testing, 100% sampling coverage and 100% accuracy

### Superior customer experience with Omnichannel Customer Contact

24\*7 contact center operations with self care options and data analytics

### Informed decision making and competitive advantages with Data & Analytics

Data quality, master data management & governance, predictive analytics, cognitive & analytics blueprinting

### Core transformation with a InsureTech platform

Duck Creek Policy Administration System (PAS) - product/ LOB/State rollout. End-to-end execution model, on-demand resourcing, productivity tools, and knowledge management. Improve operational efficiency by 70% & margins by 18%



# Core Capabilities



## Data Verification

- Handle exceptions from document ingestion:
  - renewals, invoices, cancellations, reinstatement, deletion of interest, certificate of insurance, binder
- Insurance types supported : hazard / wind/ flood/ earthquake

## Outbound Calling

- Outbound calls to insurance carriers/ agents to update insurance details
- Payment support (overnight or regular)
- Consumer loan origination & servicing support
- Escrow/ Non Escrow insurance tracking
- Auto loans/ home / hazard / flood/ wind/ mobile homes insurance

## Insurance Tracking & Processing

- Validation and updation of insurance information in tracking system
  - renewals, invoices, cancellations, reinstatements, deletion of interest, certificate of insurance
- Monitoring payment status & renewal decision
- Insurance types supported: hazard/ wind/ flood/ earthquake

## Quality Control

- Manual QC
- Automated QC

## Point Solutions

### Intelligent Automation:



**Front Office:** Digital Onboarding: Automated subscription-based event notifications and alerts | Smart Onboarding, pre-filled forms, digital-signatures, NLP/Chabot to help complete tasks, ability to trigger automated workflows | **Middle Office:** Automated ETL/Data flows | Customer 360-degree view Rules engine and Data Analytics to meet regulatory requirements like Anti-Money Laundering, Fraud detection | **Back Office:** Integration with counterparty systems, 3rd party systems | RPA, NLP, Optical Character Recognition, Bar- Codes/QR codes and Intelligent Routing

### COPASYS® RegTech and Automated QC Platform



Consolidated platform of rules and regulations, checklists, SOPs for testing | Dynamic testing automation operations, business controls, QC and compliance functions | Quality checks across all three lines of defense and insights to external auditors and regulators | Easy configurability and quick implementation | Data Analytics and reporting

### Data and Analytics:



Data Integration | Data Quality | Master Data Management | Data Governance | Business Intelligence | Data Warehousing Implementation Predictive Analytics solutions | AI based Data Ingestion | Cognitive & Analytics Blueprinting

### InsureTech platform:



Consolidation Strategy, Assessment, and Roadmap | PAS Conversion and Transformation (PACT) framework | Duck Creek Core Systems – End-to-End Transformation and Modernization Services | Duck Creek Platform Upgrade Services | Decommissioning and Version Upgrades

## Case Study

29% improvement in first call resolution to minimize false placement of lender placed insurance for a national leader in specialty insurance

[Read Case Study](#)

32% increase in productivity for data entry

[Read Case Study](#)



## About Coforge Business Process Solutions (Coforge BPS)

Coforge BPS offers digital platforms and solutions to multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Coforge BPS offers services as well as platform-based solutions like Copasys for enterprise wide automated QC and compliance, LoanAccel for pre-underwriting loan origination support, RETS for real estate tax services, SmartProp for property owner search reports and SmartTrak for reporting property taxes.

We help organizations deliver:

### Transformation

using 12 digital platform solutions & 600+ business processes

### Effective business outcomes

supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service.

### Flawless execution

with a 100% commitment to SLAs and over 99% transaction accuracy.

### Scalability

with 21,000 professionals with 7,000+ dedicated to business process solutions supporting 0.5B transactions annually across 5 global centers

### Sustainable Business Growth

delivered with over two decades of industry

### Strong compliance

with 100% adherence to regulatory and business requirements.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.



Banking



Mortgage Lending



Insurance



Cards



Title, Tax & Settlement



Enterprise Wide Services



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