

NATPAY

Take your policies and statements paperless with Doculivery online document solutions!

Turning Off Paper Equals Immediate Cost Reduction

Doculivery's secure electronic policy capabilities enable billers and insurance institutions to realize immediate, hard-cost reduction by replacing paper policy documents with rich, interactive, and secure electronic documents that are delivered directly to customer inboxes.

This innovative e-policy statement presentment solution enables significant, instant, and measurable cost savings, which are realized as customers convert to e-policy statements and turn off paper.

Insurance companies and other institutions have become zealous in their efforts to go paperless for all customer communication, including billing and policy document delivery. Yet, the reality is that they have still not achieved the necessary customer adoption rates to enable them to realize paper turn-off targets despite having poured significant resources into online policy and online payment initiatives.

Ironically, most insurance companies are now distributing more paper communications (statements and other documents) than ever before.

Doculivery's Solution Drives Customer Adoption

The presentation and delivery of e-policies via email has proven to be a more convenient way for customers to receive, view, and save their e-policy documents.

The added value of Doculivery's solution is that it does not require customers to proactively enroll online and remember to retrieve their statements. It succeeds because customers respond reactively. They receive the initial electronic version, and through an innovative 'one-click' methodology, agree to have all future statements delivered only as electronic documents.

Because convenience drives customer adoption, this important communication channel can now be used to augment and complement existing online services and achieve aggressive paper turn-off targets.

E-policies provide powerful marketing opportunities. They have the advantage of a captive audience, and are far more effective than their paper equivalents. Marketing messages may be included at a fraction of the cost when compared to printed inserts.

E-Policies Offer Dramatically-Increased Security

In the insurance industry, where concerns over phishing are particularly acute, it is proving to be more and more of a challenge to draw customers to online portals...

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Consumers have been warned to be wary of emails containing apparent links to websites, where they are required to login to view personal account information. Statement notification emails are therefore perfect phishing targets.

Doculivery delivers the entire e-policy to the customer without requiring click-backs to a website to login for details. Its delivery channel makes it unphishable.

Doculivery e-policies and statements are created as encrypted PDF or HTML email attachments that are accessed through the use of a unique password rather than a login ID and password.

Doculivery's e-policies incorporate two-levels of authentication since recipients need to first securely access their email inbox, and then provide the password for the attached digital document.

What makes Doculivery e-policies and statements so secure?

- E-policies are encrypted with the latest 128-bit SSL security
- E-policies are stored online for greater security and increased convenience
- The body of the email only contains partial information about the customer that no "phisher" could know e.g. last 4 digits of an account number: (****1234), zip code, etc.
- Email servers are protected with the latest security protocols
- Customers can quickly identify and trust messages displaying the senders brand in their inbox, cutting through clutter and potential spam

Doculivery E-Policy Advantages

- Offers immediate cost savings by reducing paper, printing, and postage costs
- Easy access to e-policies from within the customer's inbox – no need to visit a website and log in
- Ability to save and view e-policies and statements offline with all security features intact
- Mobile ready – e-policies and statements are viewable on mobile devices
- Get started quickly with fast and easy implementation
- Available as Software as a Service (SaaS) – requires no software or hardware upgrades, or costly maintenance contracts
- Environmentally friendly – e-policies and statements drive paper turn off, helping companies reduce their 'carbon footprint'
- Provides effective, powerful opportunities for personalized marketing offers
- Complements existing web-based initiatives – links within the paperless documents drive qualified customer traffic to online portals



Doculivery e-policies and statements are one of the most secure, trusted, and convenient forms of electronic statement presentment available. Don't wait – see for yourself today!

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