

Exavalu Digital Engagement Platform

For Commercial Insurance Agents

Another Agent Experience Evolution On The Horizon

Insurers need to leverage modern digital capabilities to provide superior experience to their agents and customers.

Exavalu's Digital Engagement Platform for Agents helps carriers empower agents to provide superior service to Customers.



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Benefits: Why choose Exavalu Digital Engagement Platform for Agents ?

Exavalu's Digital Engagement Platform for Agents goes beyond the basic functionalities and places the agent first, helping them sustain the connection between the policyholder and the insurance carriers. The features are carefully designed to address the needs of the agents, delivering exceptional results.

Improves agent productivity and efficiency across different customer service touchpoints such as quote generation, claims reporting

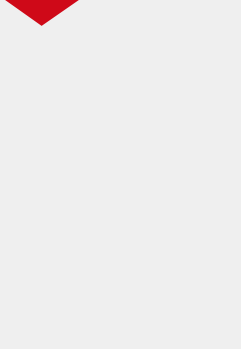
Agent Productivity

Business intelligence generating insights regarding agent performance through contextualized dashboard and operational reporting

Performance Insights

Fast and easy configuration of new LOBs equips agents to make new offerings available to customers quickly

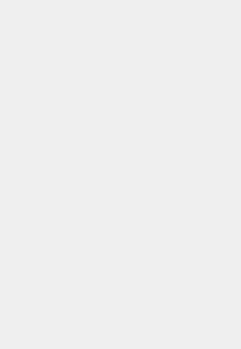
Time to Market



Seamless Data Capture
Intuitive UI aids in seamless data capture along with utilities which enables data import from various sources



Commercial LOB Readiness
Effectively manage multiple commercial lines with embedded rules and processes



Help and Collaboration
Repository for Brochure/ marketing collateral & Upload documents against policy/ claim/ quote as well as omni-channel communication with carrier

Quick Quote
Premium indication for commercial lines

Eligibility Check
Location based product availability for risk classes

e-FNOL
Digital submission of claims and related artifacts

Additional Features

- Agent Learning Center
- Business Intelligence
- Reports
- Video/Chat Support

Lines of business supported

- Commercial Auto
- Commercial Property
- Commercial Excess Liability



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Feature overview- My Dashboard & Open Work

With easy access to real-time data and open submissions, agents can manage their day-to-day tasks more efficiently.

The dashboard and open work feature deliver the agents with a bird's-eye view of all the relevant business information, such as-

✓ **Total number of quotes**

✓ **Number of pending submissions**

✓ **Number of completed submissions**

✓ **Open work items list with applications**

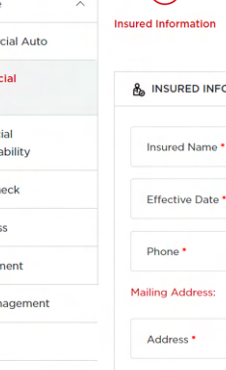
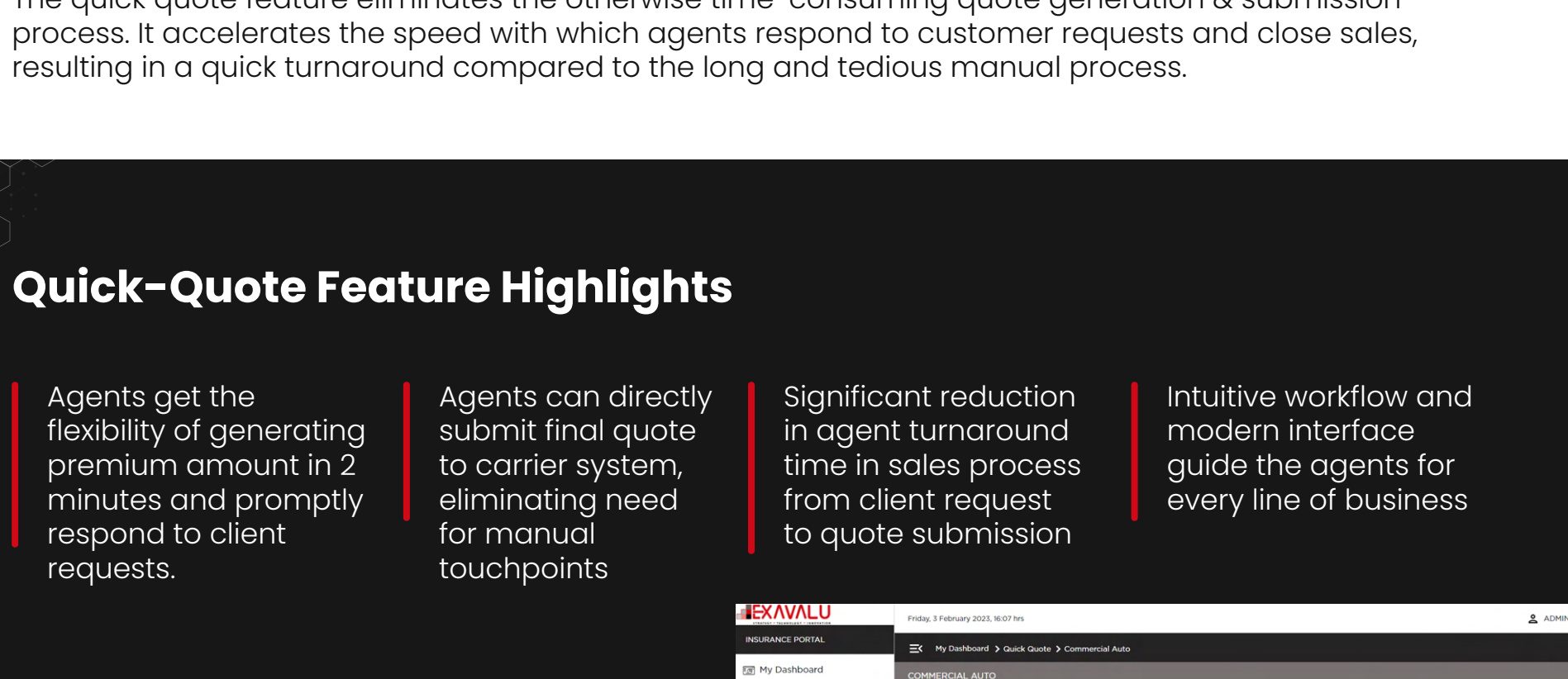
Dashboard Feature Highlights

Bar-chart comparing the count of Quick Quotes vs Submissions vs Total a particular month

Pie-chart showing the break-up of quotes by product lines

Worklist showing the recent open items of an agent, with an option to submit the open quotes

A search feature to quickly look up a policy with the relevant policy number



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Feature overview- Quick Quote

The quick quote feature eliminates the otherwise time-consuming quote generation & submission process. It accelerates the speed with which agents respond to customer requests and close sales, resulting in a quick turnaround compared to the long and tedious manual process.

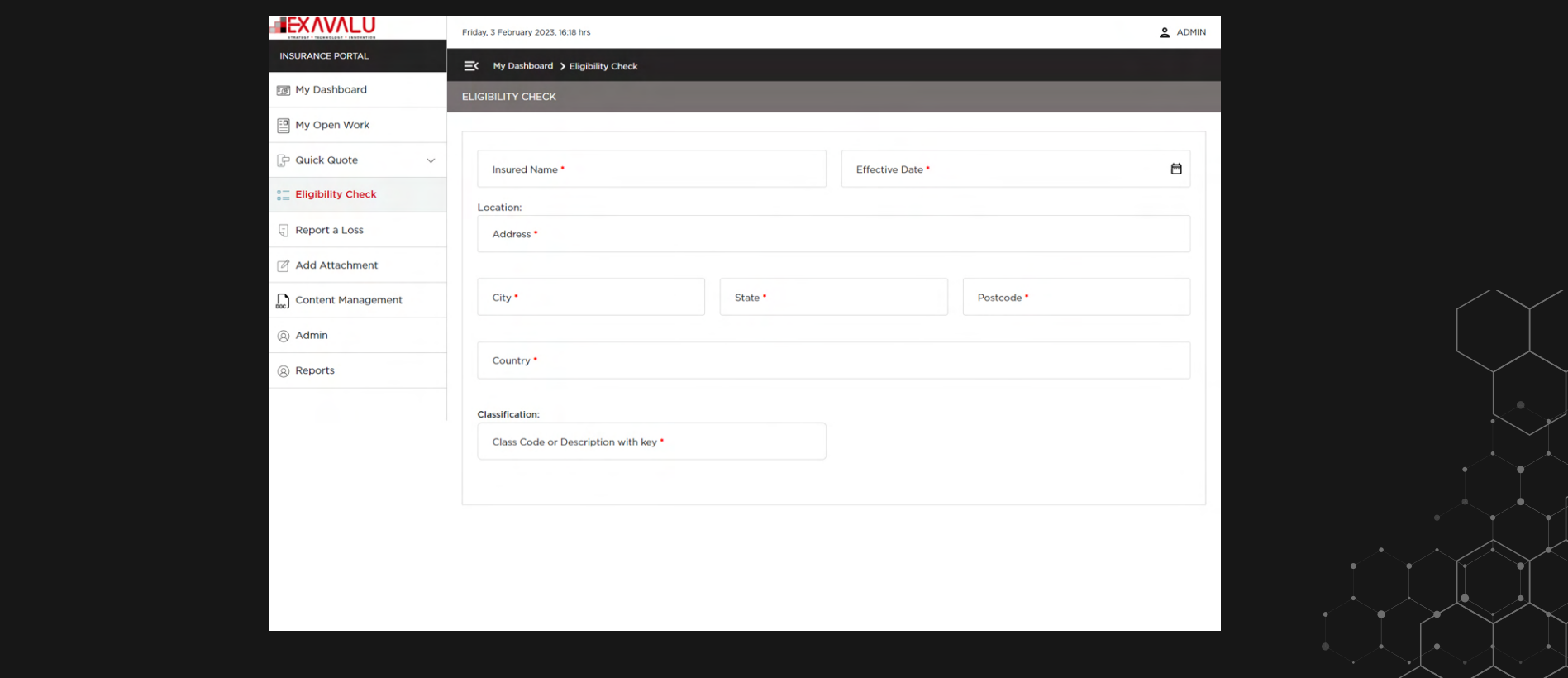
Quick-Quote Feature Highlights

Agents get the flexibility of generating premium amount in 2 minutes and promptly respond to client requests.

Agents can directly submit final quote to carrier system, eliminating need for manual touchpoints

Significant reduction in agent turnaround time in sales process from client request to quote submission

Intuitive workflow and modern interface guide the agents for every line of business



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Feature overview- Eligibility Check

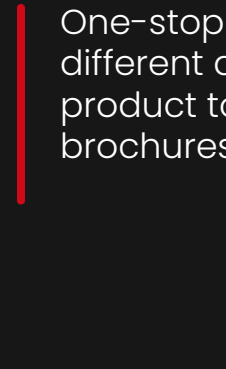
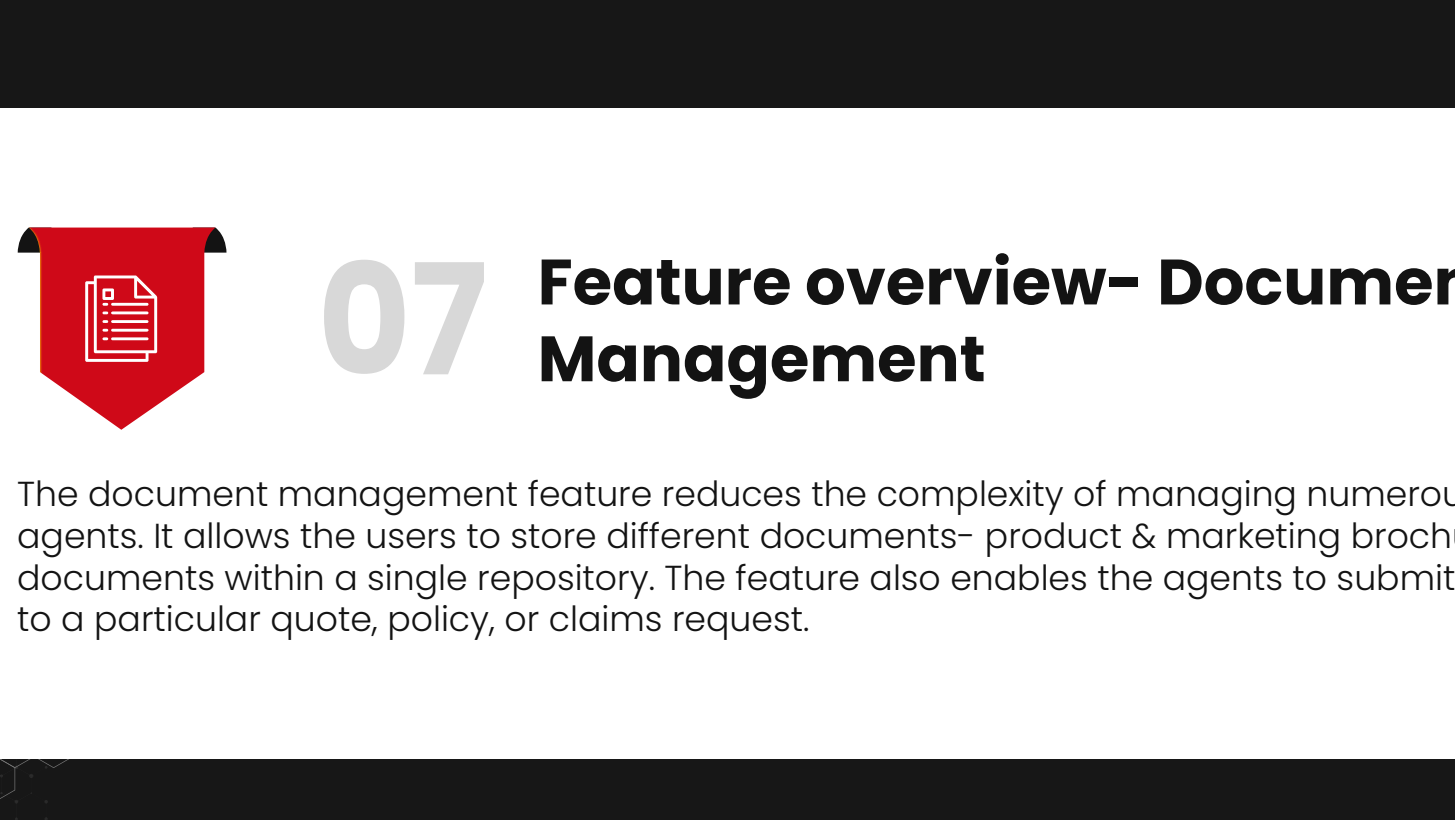
As one of the core features of the agent platform, eligibility checks allow the agents to check and verify the eligibility of a particular class code against the product for a particular location (combination of City/State/Zip code).

Eligibility Check Feature Highlights

Aids in Agent decision making by validating carrier offering of specific Industrial Class Code for a particular Location (city, state and zip code combination)

Simplified and intuitive through Google auto-population feature during location fill up (City, State and Zip-Code)

Flexible offering - Separate menu option or pre-built into quick quote process for some business lines



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Feature overview- e-FNOL

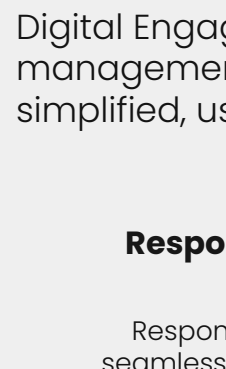
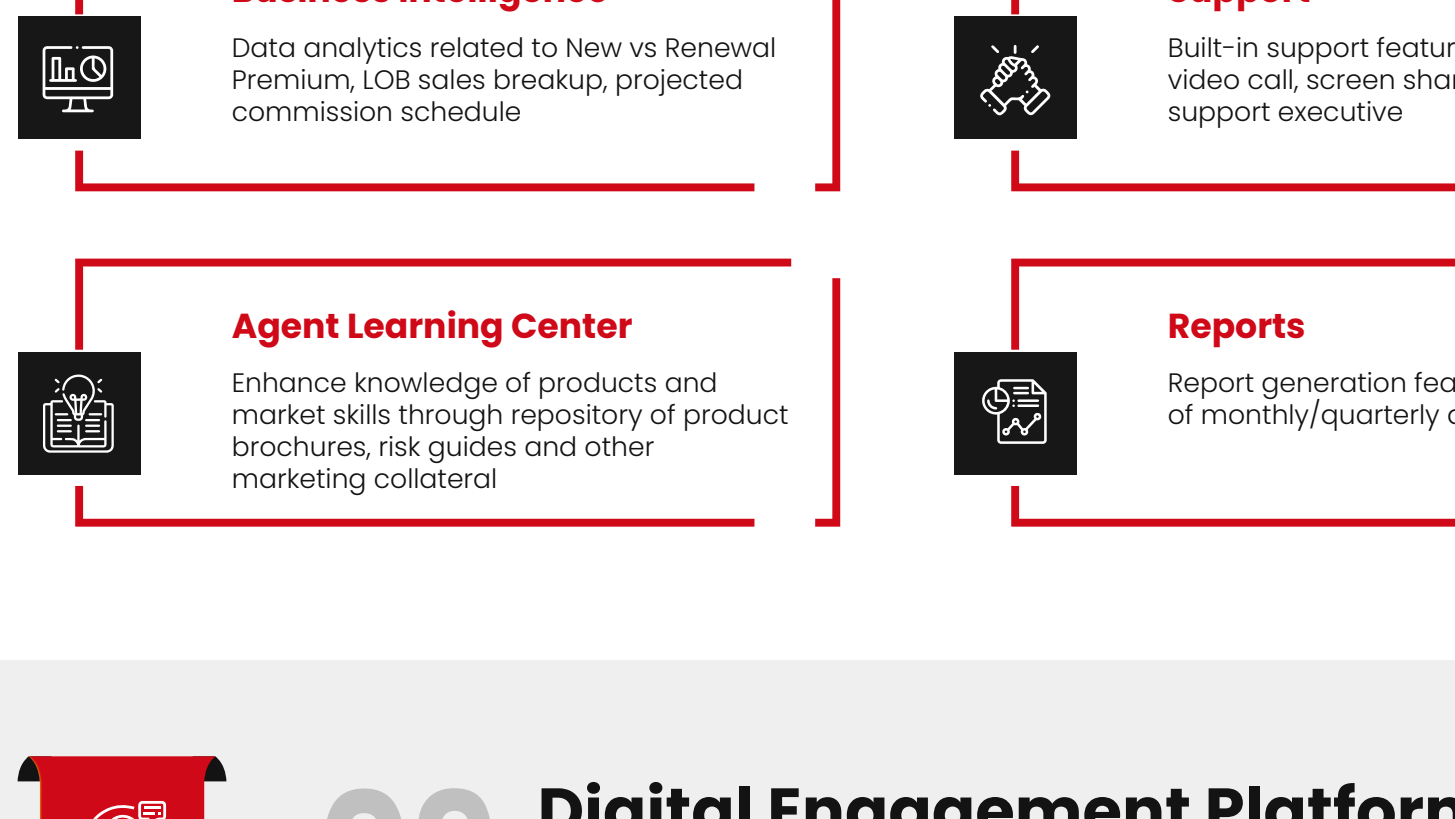
The e-FNOL feature brings the flexibility of digital claims submission and loss reporting. The agents can submit claims requests on behalf of their clients to the core system, bypassing the need to communicate with any other stakeholders. The e-FNOL feature increases the speed of claims submission and approval and provides a transparent view of the claim status with the designated claim number for each unique claims request.

e-FNOL feature highlights

Faster claim intake process through online FNOL creation and submission to core system by Agents

Simplified process with minimal info, aided by dynamic filtering of loss coverages based on product lines

Enables better customer service by Agent through real-time tracking of claim and quick response to clarifications sought during adjudication process



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Feature overview- Document Management

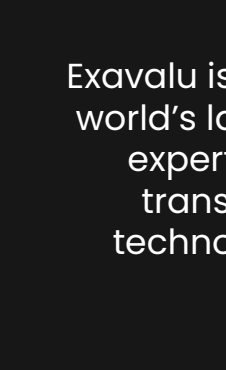
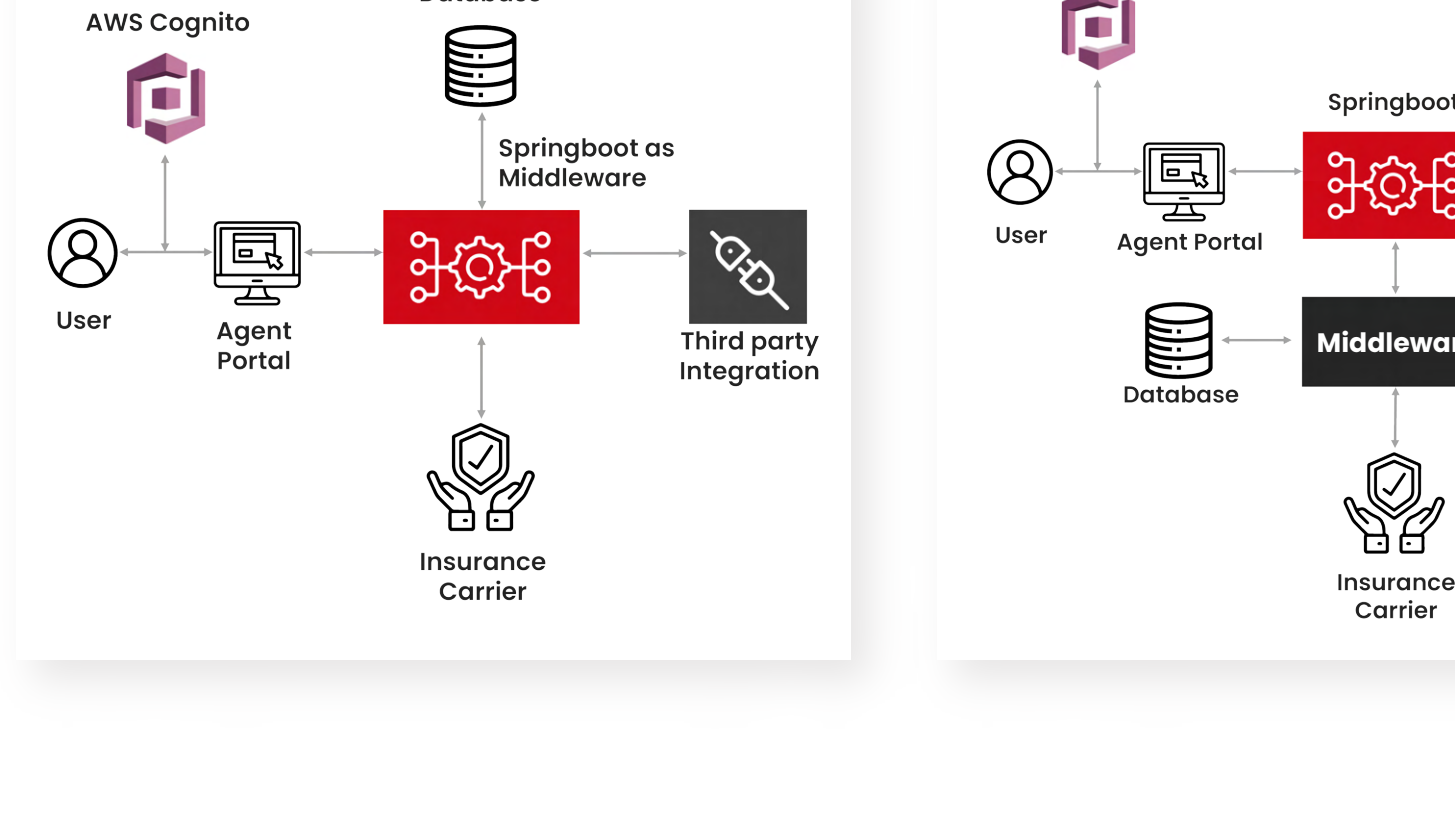
The document management feature reduces the complexity of managing numerous documents for the agents. It allows the users to store different documents- product & marketing brochures, and customer documents within a single repository. The feature also enables the agents to submit documents relating to a particular quote, policy, or claims request.

Document Management Feature Highlight

One-stop repository for different documents- product to marketing brochures

Provides option to agents to upload documents through UI against claim/ policy/ quote enabling faster processing and eliminating manual paperwork

Aids the agents to cross-sell different carrier offerings to existing policyholders.



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Exavalu Agent Portal: Additional Features

Going beyond the previously mentioned features, Exavalu Agent Portal equips insurance agents with more extensive functionalities.

The platform is a complete ecosystem for agents to not only cater to the policyholder's requirements but also boost business growth and enhance their skills.

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Digital Engagement Platform for Agents: Technical Features

Digital Engagement Platform for Agents or Agent Portal, created for commercial carriers offers easy management of agent portfolio with essential functional capabilities, pre-built workflows and a simplified, user-friendly UI for commercial products

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Exavalu's Digital Engagement Platform for Agents: Architecture

Going beyond the previously mentioned features, Exavalu Agent Portal equips insurance agents with more extensive functionalities.

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About EXAVALU

Exavalu is a specialized digital transformation advisory & implementations partner to some of the world's largest insurance carriers. Our extensive knowledge of the insurance domain, technology expertise, and philosophy of building long-term relationships makes us the go-to, business transformation partner to insurers globally. Combining our deep industry knowledge and technological excellence, we deliver high-value solutions to our clients that sustain business growth through innovation, digitalization, modernization, and optimization.