Coforge

35% cost savings

....

15% improved efficiency

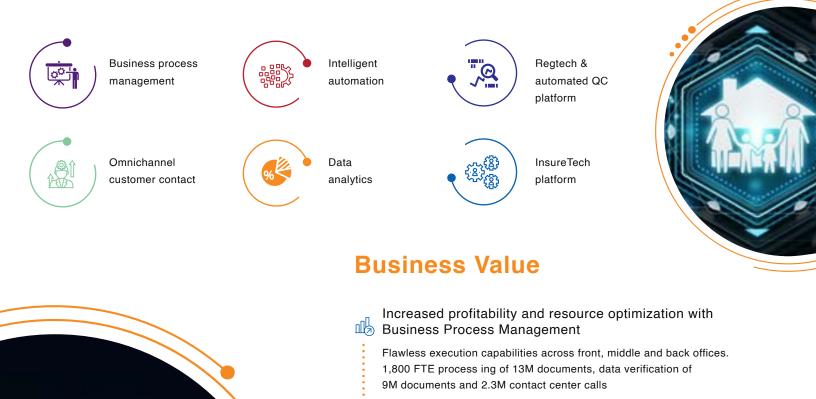..

0ver 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 process ing 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 COPASYS

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
Process transformation and consulting

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

Coforge

About Coforge Business Process Solutions

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge Business Process Solutions (Coforge BPS) offers services as well as digital platform solutions to its clients in 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.

We help organizations deliver:

Transformation

- 12 digital platform solutions
- 600+ business processes

Effective business outcomes

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

Flawless execution

- 100% commitment to SLAs
- 99% transaction accuracy

Scalability

- 21,000 professionals
- 7,000+ dedicated to BPS
- 0.5B transactions annually

Business Growth

Deep domain expertise with over 20+ years of industry experience

Strong compliance

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 & Financial Services
- Mortgage, Title Insurance & Property Tax
- Insurance
- Travel, Transport & Hospitality

COPASYS
An enterprise-wide automated platform for QC and Regulatory Compliance

LoanAccel
Pre-Underwriting Support Solution

RETS
Real Estate Tax Servicing Platform

SMARTPROP
Property Title Search platform

SmartTrak
Property Tax Platform