

Easily and securely act on a policyholder's behalf with AgentConnect

InvoiceCloud®

As online bill payment adoption continues to rise, customers are becoming more independent. However, what happens when they need help during the payment process? They likely contact your office, or worse, skip the payment altogether. Providing the flexibility for agents to securely log in as a policyholder and perform payment actions on their behalf can simplify the payment process and increase policyholder satisfaction, leading to more on-time payments.

Invoice Cloud's AgentConnect solution allows agents to do just that. Agents can act on behalf of policyholders to make payments, change payment settings, or send a customer a direct payment link via text or email for expedited payments. Best of all, this functionality provides the opportunity to enroll customers in services like AutoPay, paperless billing, or auto renewal, to reduce future call volume.

With AgentConnect, agents securely log in to the Invoice Cloud platform via a unique URL, then are routed into the customer's account. From there, they are given full functionality to take any action needed while all activity is tracked and logged:

- Making a payment
- Registering a user for AutoPay, paperless billing, or auto renewal
- Updating payment information
- Paying multiple policies at once
- Sending policyholders a direct payment link via text or email



KEY BENEFITS

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| ▶ Increase policyholder satisfaction and retention | ▶ Improve collections efficiencies for agents |
| ▶ Simplify payments for a better user experience | ▶ Agent activity is logged for increased security |
| ▶ Decrease policy cancellations due to missed payments | ▶ Serves all policyholders – no enrollment required |
| ▶ Increase electronic payments | ▶ Easy to add on – no implementation costs |

For more information about AgentConnect contact us today.

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