

A Closer Look at Your Digital Mail Options



Virtual Mail Room

With Virtual Mail Room, you can finally put the inefficiencies and delays of manual mail handling behind you. You would never expect your team to work without internet and other modern technologies, so why are you hindering their performance with an old-fashioned approach to mail processing?



How It Works

Step 1:

RECEIVE.

We receive paper and/or electronic mail from your designated PO Box and/or inboxes. This may include correspondence related to new business, claims, underwriting and even legal documents.

Step 2:

DIGITIZE.

On a daily basis, we open mail, transform it into digital artifacts and process it according to your business rules. We can send daily batches of digital images of your mail for you to process, or we can upload digital files to specific policies in your system of record.

Step 3:

RESPOND.

If needed, our team can respond to mail according to your business rules. We can process returned mail, update policyholder records, send alerts to appropriate employees or kick off premium, underwriting, service and sales workflows on your behalf.



Print/Mail Automation

Covenir's flexible, technology enabled, print and mail capabilities provide process automation for all outbound printed communication. Working in conjunction with your team to ensure success, policyholder documents and notices can be easily customized while at the same time driving down costs. We take care of the equipment and labor cost allowing you to redeploy your people on more mission-critical functions.



How It Works

Step 1:

Queue Your Communication

By leveraging print automation software, all insurance communication types can easily be grouped and managed regardless of the source systems. Additionally, barcode technology is applied to every document to electronically communicate its processing requirements and assure it is mailed as intended and when needed.

Step 2:

Specify Your Requirements

Next, they can choose the type of mailing need including regulatory and proof of mail requirement as well as the send date.

Step 3:

Deploy Your Preferred Workflow

Digital copies of all sent documents are uploaded to policies within your system of record or batched and sent to you. If desired, we can process returned mail, update policyholder records, send alerts to appropriate employees or kick off premium, underwriting, service and sales workflows on your behalf.