

SOLUTIONS THAT PERFORM

Get maximized results from your portfolio without the strain on your team.



A multi-line insurance provider found itself struggling to stay on top of its increasing subrogation volume. They needed help. No, they needed experts they could trust. With Afni, they found the solutions and partnership they wanted.

The Opportunity

A growing insurance carrier realized their subrogation volume was increasing beyond their capacity to handle it. Like many providers, the primary focus for their employees was on serving their customers, not processing subrogation claims. Yet, as the backlog of files grew, processing times dragged, and results suffered. The workload began to strain the team and put their overall service level at risk. They needed to do something.

Continuing to add more staff to their in-house subrogation team to handle the mounting workload was not an option. So, they put out a Request for Proposal (RFP) for their uninsured subrogation files. Since it was their first time partnering with an outside vendor for subrogation, they wanted more than expert solutions – they wanted a partner they could trust.



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The Solution

After a comprehensive RFP process, Afni won the business and got to work. Our goals were to make sure the integration was easy, earn their trust through partnership, and deliver outstanding results.

We started by opening lines of communication up and down our organization. We connected our SMEs with theirs, tailored our approach and reporting to their needs, and showed them how to make the most of our partner portal. We wanted the carrier to know our teams were engaged and focused on making sure the integration was simple for them.

They quickly realized the value a subrogation team of our size and experience could provide. Our comprehensive quality mechanisms – a robust compliance team, modern technologies, regular audits, and frequent coaching sessions – ensured the carrier's brand would be protected. Teams filled with tenured experts and trained with customer service best practices were capable and ready to quickly prove the carrier made the best choice.

Real Results

We began our partnership handling a portion of the carrier's Applicant Arbitration and Uninsured Motorist (UM) portfolios.

Our dedicated team of licensed arbitration authors focused their years of industry experience and expertise on positioning the carrier for increased success. Staffed to handle a high volume, our team reduced the carrier's cycle time and produced outstanding results.

On the UM side, it didn't take long for our proprietary collectability scoring model and treatment strategy to prove our ability to handle their portfolio efficiently. And with expert collectors drawing on years of subrogation experience, we delivered stronger performance than they expected.

Throughout, we stayed in close contact with the carrier, making sure we remained aligned. Soon, they needed more support as their business continued to grow. Afni was ready.

Afni was happy to grow with the carrier as their needs evolved. Today, we provide a full line of subrogation support for the carrier and are looking forward to continuing to grow our partnership.

Channel: Voice and Offline

Solution: Uninsured Motorist & Applicant Arbitration

Industry: Insurance

Location: Bloomington, Illinois



About Afni

Afni provides customer engagement solutions at each step in the customer journey. Our performance, consultative approach, and industry expertise have earned the trust and partnership of many of the world's leading brands. We're a mid-sized Business Process Outsourcing (BPO) with the ability to scale to your needs, plus the flexibility to deliver real results quickly. Customer growth, care and retention, consumer collection, insurance subrogation, and more. Start a conversation with us to learn more.