

# THE CHALLENGE

Would you want your customers to have access to their pre-contractual policy at any time anywhere?

Would you like to sign and contract your policy from any device even with a verbal consent with absolute safety and legal validity?

And what about having an agent that will answer doubts, questions and guide you in the process?

Find out how to use technology as a commercial strategy! Get close to your customers by introducing easy, efficient and safe digital processes.

The Insurance Industry is devoting significant efforts to evolve their sales into a new digital business model. Nowadays, we are looking for omnichannel contacts that will provide the best Customer Experience, as a complement for classic channels. In the same direction, we require to improve efficiency to processes. We focus on customers and their activities, identifying their digital positioning, providing easy and fast quotations, solving process through the incorporation of the electronic or digital signature, and providing specialized support tailored to your needs.





### THE SOLUTION

lbermática as a strategic partner in the digital transformation process, designs differents approaches obtaining the best solution that generates a strategic impact in organizations.

Our partner Unblu and us invite you to discover our all-in-one solution that will encourage the digital switch-over of contracts and any other insuarance process in the most organised, transparent and safety way.



Our client requests the service of an insurance policy through the website or the App.



The client fills out and submits the forms - include personal and confidential information- in order to identify and ensure if the good or service can be insured, and simulate the real conditions of the insurance coverage and policy.



iberDok generates the pre contractual documentation to the customer, who will be able to read, downloaded and sign at any devise, accepting the commercial offering and the terms on it.



Finally, the system authomathize a video call in order to get the verbal consent of the customer. After this step we submit the insurance policy.



In the whole process a skilled attendant will be available to help through a conversation by chat, video, among others.

## AS A RESULT







The insurer has achieve a real-time contract, reducing time and providing a great digital experience.

These factors are key aspects that will increase your sales, making your company the market leader. We improve communication from a traditional E2E processes to a 100% digital experience.

All legal guarantees are fulfilled, avoiding unnecessary paperwork and visits to offices.

# Solved events

If we find out a client who is stuck in the same step more than 20 seconds





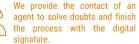


We provide support by video call.

If we find out that a client wants to end the process without finishing it.







If we find out that a client have interest but few time to understand and complete the contract







# iberDok Unblu

*lbermática* 

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