

A Simplified Way to Obtain Customer Credit Consent



You know using credit information for your policyholders has several benefits – improving underwriting risk management, informing how you price your products, and helping you offer competitive insurance rates. You also know that before you can collect a customer’s credit information you are legally required to obtain their express consent.

Getting this consent is one of those labour intensive projects you’ve delayed because you simply don’t have the resources to prepare the mailings, the channels to accept responses, or the time to consolidate and report on the results.

We can help.

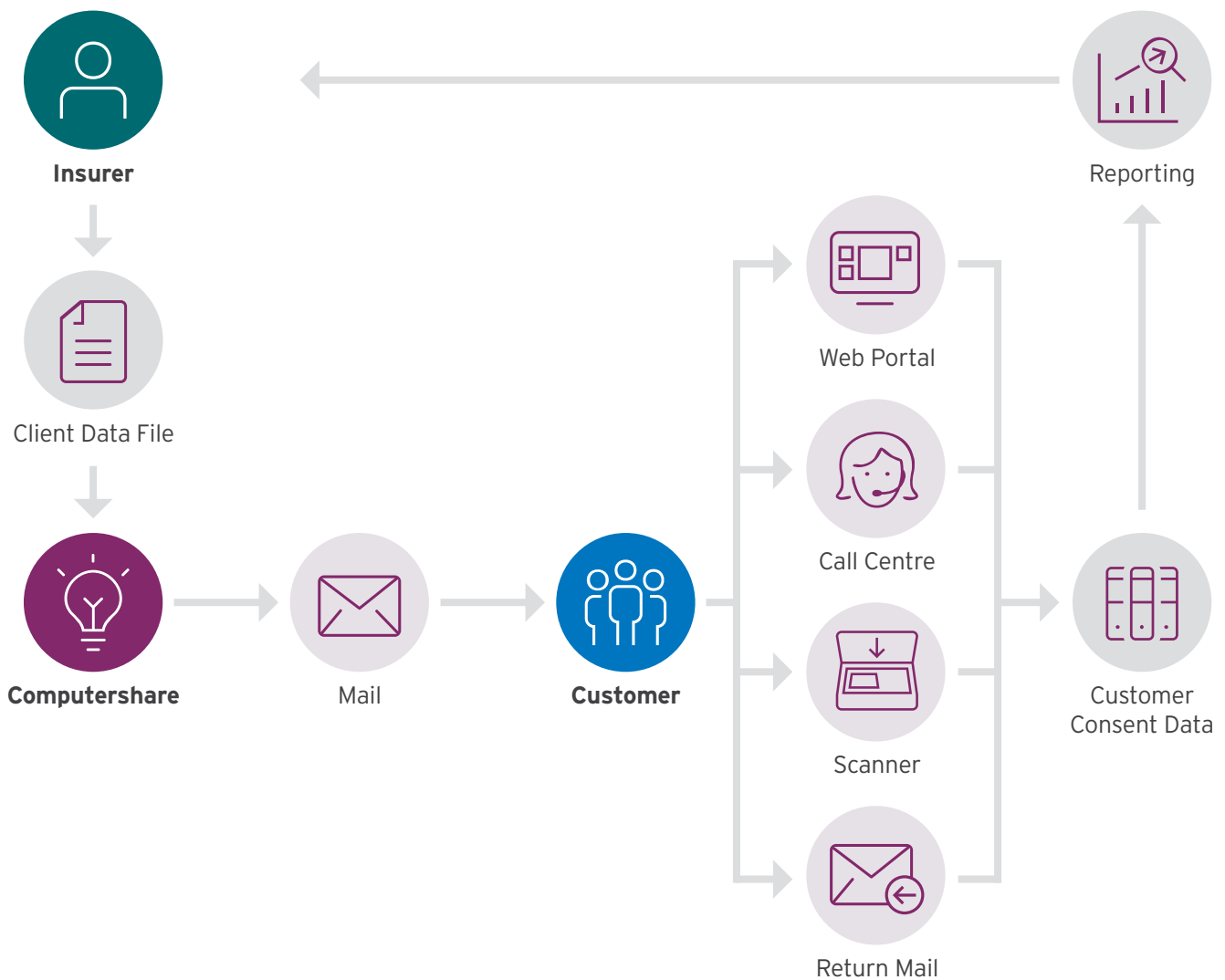
Computershare Communication Services offers an affordable, secure, turnkey solution with multi-channel response capabilities – **online, call centre and mail**. Giving your policyholders more choices of how to provide consent can increase your response rates. Our solution can get you up and running faster at a lower cost than using your internal resources, freeing up your time to focus on other important business initiatives.

Computershare Communication Services is the right solution for you if your company is:

- > Upgrading your legacy system for personal insurance
- > Changing your current rating method
- > Planning to use personal credit information for insurance scores
- > Looking for a simple but effective way to obtain customer consent

Here's how it works:

1. Send us a file of your policyholders who have not yet provided credit consent.
2. We prepare, manage and send the mailing for you.
3. We collect policyholders' responses through our multiple response channels.
4. Once the mailing is complete, we'll provide a data file to update the customer credit consent information in your system.
5. As a final step, we'll prepare a report to show how many policyholders gave consent and their preferred response channel so you can use this information for future projects.



For more information on how you can complete your customer credit consent project, contact Andrew MacDonald, Sales Director, Computershare Communication Services at Andrew.Macdonald@computershare.com.