

WOW your policyholders.



Covenir Services

Print and Distribution Services

- IntelliMail Advantage solution that manages all daily print file management with full transparency from ingestion through delivery
- Daily printing, insertion and distribution of all customer documents
- Same-day proof of mail/certificate of mail services for legal notices
- Pre-sort services with discounted postage
- IMB Trace – Intelligent Mail Barcoding for tracing throughout the USPS delivery process
- Check printing
- Distribution of documents via email
- Support for B&W and color printing
- Simplex/Duplex
- Custom projects

Call Center and FNOL Services

- Inbound FNOL and claims support services with direct entry into the claims system of choice
- Inbound general inquiry and payment call center services
- Insurance knowledgeable staff to support phone calls and chat technologies
- Outbound calling campaigns
- Fully customizable state-of-the-art cloud hosted contact center IVR technology, including:
 - Auto attendants
 - Workforce Management capabilities
 - Customizable reporting
 - Call recording and transcription
 - Live call data analyzing and monitoring
 - Customer real-time portal
 - AI technology for analyzing recordings
- IntelliClaims Advantage solution including FNOL, claims, desk adjusting and subrogation
- AI On-Ramp for FNOL and claims call center services
- Covenir Call Surge Guarantee

Lockbox and Premium Payment Services

- Intelligent lockbox services with options for automated extract files as well as manual posting
- Electronic Funds Transfer (EFT) processing
- E-check payments
- Credit card processing and reconciliation
- Bank reconciliations
- Daily reconciliation of system of record posted transaction data to bank deposit
- Monthly deposit/withdrawal reconciliation
- System of record policy maintenance - payment reversals, returns, transfers, etc.
- Bank functions – Obtain reporting of payment returns, bank statement for month-end recon, positive pay exception handling etc.
- Check issuance for return premium, commissions, and/or claims payments
- Process escheated checks

Underwriting and Policy Services

- Policy underwriting
- Policy servicing tasks to support underwriting
- Endorsement processing
- Inspection ordering and review

Virtual Mail Room Services

- Secure daily mail from USPS PO Box(es)
- Open and sorting of mail
- Digital scan and email or SFTP upload
- Processing and indexing

Insurance Advisor Services

- Claims Support
- Coupled with/or without FNOL services
- Licensed desk adjusting and claims settling
- Expense and claims processing
- Claims advisor support
- Subrogation file handling
- Sales support
- Licensed agent support and sales
- Coverage review and advise
- Direct B2C sales

What To Expect From Your Covenir Implementation

Phase 1: Onboarding 1-6 Weeks

We build the operational foundation with training and file gathering to support your implementation

Phase 2: Learning *First 30 Days*

When services launch, the initial execution period focuses on collaboration, active learning, and continuous refinement

Phase 2: Ongoing Delivery *Day 30+*

Full-capacity execution with ongoing optimization to improve quality, efficiency, and performance over time.

**Don't see what you're looking for? Ask us about it.
We can customize services to meet your needs.**