

VXI Insurance Solutions

Full lifecycle CX Management

Here at VXI, our mission is to be the CX partner of choice for the world's leading & most revered brands. We have decades of experience supporting global and local insurance companies, and we bring a culture of compliance and best practices to all our client engagements. We have:

- 25+ years of experience
- 68 BFSI clients
- Provide licenses across all 51 DOIs
- Experience with international licensing
- 15K+ BFSI agents



Licensed Insurance Services

Outbound / Inbound Licensed Sales
Policy Care & Servicing Retention
Save Desk Collections
Account Management & Upsell
Claims Management



Transaction Processing

Item Processing
Electronic Documents
Data Entry and Extraction
Payment Processing
Exception Processing
Customer Correspondence



Account Administration

Accounting Support
Account Management
Broker Support
Desk Account Activation
Exceptions Management
Compliance Oversight



SMART Collections

Client Behavioral Analytics
Dynamic Risk Ratings
Compliance Across all 50 US States
Multi-channel Engagement
Tiered Treatment Schedules
Dynamic Customer Classifications



Vertical Expertise

Many of VXI's services across the industry mirror the call type, process discipline and measurement that benefits all insurance carriers. This ensures a seamless support integration to your current business.

CLIENTS SUPPORTED

Insurance Companies
 Money Transfer
 Credit Card Providers / Processors
 Diversified Financial Institutions
 Retail Banks
 Credit Bureaus
 Credit Unions
 Money Cards
 Mobile Banking
 Investment Banks
 Payment Processors



SERVICES DELIVERED



Insurance Services

Customer Inquiries / Billing Inquiries
 Payment Handling
 Fee Re-pricing
 Customer Sales Programs
 Employee Pay Cards & Benefits (FSA cards)



Credit Card Services

Card Activation and Verifications
 Balance Transfer / Consolidation
 Lost / Stolen Card Processing
 Fraud and Dispute Handling
 Equipment and Website Tech Support
 Escalations



Loan & Insurance Services

Concierge and Pre-Sales
 Loan Origination
 Default / Loss Management
 Collections
 Auto Loan / Finance



Merchant Services

Basic & Advanced POS Terminal
 Troubleshooting
 Merchant Terminal Activations
 Downloads and Updates
 Batch Processing Requests

About VXI

At VXI, we believe that legendary CX is all about experiences made for and by people. Our over 20 years in business is built around enabling these journeys for our employees, our clients and their customers, while also harnessing innovations in tech to enhance human capacities. Today, we continue to work with like-minded organizations to bring transformative and human-centered experiences – all this made possible by over 40,000 CX and EX experts in North America, Asia, Europe and the Caribbean.

Our Solutions

Customer Service & Customer Care

Omni-channel engagement throughout your customer journey



40,000+
CX & Care Experts
in 7 countries



43
CX and Technology
Innovation centers

Customer Experience (CX) Advisory

Consulting and business model transformation for legendary CX and EX



300M+
Customer
interactions per year



PCI, SOC 2 Type II
Compliant, secure
environment

Insights & Automation

Data science and machine intelligence to elevate experiences



20+
Language
capabilities



NMSDC
Minority-owned,
certified company

Training and Coaching

Enabling the best version of your brand ambassadors



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