

# VXI CX Solutions for P&C Insurance

End-to-end services for P&C customer care, licensed sales and back-office services

Our dedicated VXI insurance team supports the full P&C lifecycle, from traditional customer care requirements, through to specialized services such as claims and underwriting support.

Working with VXI ensures a single provider for all your P&C needs, and over 25 years of collective experience & expertise on best CX.



## Property & Casualty

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



## Enterprise Support Services

- Billing Support
- Policy Services
- Broker Support Desk
- Back Office
- After-hours Support
- Help Desk



## Claims & Underwriting Support Services

- FNOL
- Licensed FNOL
- Full File Ownership
- 1st Level Claims
- Underwriting Assistance
- Transactional Support



## Digital Engagement

- Chat & Messaging
- Conversational AI
- Mobile & App
- Robotics & Automation
- Agent Assist Technologies
- At Home Technologies



# 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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