

CLIENT CENTER

DELIVER SUPERIOR CUSTOMER SERVICE

Help customers and boost efficiency easily and securely – all day, every day, from any device.

BENEFITS



Improve Customer Service

Customers can access policies on mobile devices and desktops from any Internet enabled device.



Boost Productivity & Satisfaction

Reducing general service requests frees time for agents to focus on larger issues.



Rapid Response Time

Activity notifications are instantly sent to agents when customers electronically request changes.



Reduce E&O Exposure

Client activity and communication is logged in the agency's EZLynx system for quick access.

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FEATURES

» Document Sharing

Easy two-way document sharing with your client, ensuring that confidential information is securely transferred and accurately logged in your system.

» Policy Change Requests

Don't waste time on the phone by letting your clients submit common policy change requests online. A task will be created in EZLynx so that you are sure to follow up.

» ID Card Access

Your auto policy holders will have immediate access to their auto id card in Client Center, allowing them to download their cards from both their desktop or mobile devices 24/7/365.

» View Policies

Each applicant can view a snapshot of their active policies in Client Center.

» Add Claims Information or Images

Clients can quickly upload important claims documents from their documents or mobile devices and they will be saved directly in EZLynx.

» Add Certificate Holders

Your more advanced clients can be enabled to add holders to a shared certificate master themselves.

» Generate Certificates

Clients can request new certificates in seconds, with new requests immediately creating a task in EZLynx.