



Call Recording
Insurance:
Non-Healthcare



Insurance Companies Existing & Growing Need for Call Recording

With the insurance industry, recording phone calls is now considered standard practice. Companies record customer interactions for a variety of reasons.

For insurance companies the reasons are many.

Compliance with Regulations: Most insurance companies are required by law to maintain standards of operation, call recording helps prove compliance with these regulations.

Mitigate Disputes and Improve Resolution: Insurance companies record calls to keep a record of witness statements to assist in the claims process. Recorded statements are a normal part of the claims process. Claims adjusters prefer to get a recorded statement from all the parties in the loss early in the claims process. That way, the details of the claim are still fresh in everyone's minds, and can be documented more accurately.

Training and Education: Call recording helps train their staff to ensure that clients are being assisted properly and situations are being dealt with effectively.

Computerized records management is a key application for every insurance company. They are faster, more consistent, and can save the company a great deal of money in resources to locate particular documents. SimpleSignal revolutionizes the use of call recording by integrating software systems used to manage customer, policy and claim records. Computerization of phone conversations makes them easy to find and attach to a claim file.

SimpleSignal's Call Recording is the logical choice for insurance agencies everywhere. Our scalable solution is both easy to install, competitively priced, and provides the following features:

- Reliable call recording that assists in complying with TSR-FDCPA regulations
- Multiple product permission settings to ensure call recording security
- Powerful encryption functionality to protect confidential patient information
- Intuitive user interface that helps users find recorded information quickly and easily
- Efficient playback features that can be activated based on different search parameters
- Flexible recording options that enable program administrators to specify unique program configurations

User Scenario: Insurance adjuster on the road

John is a workers compensation claims adjuster. He needs to record a claimant's account of the incident that caused the workers compensation claim. It is required that he record this interview for his file, but he will be working remotely for the week, so he will be unable to use the company's in-house call recording system. Thanks to his recording card, he is able to complete his interview and move forward with the claim without delay. The ability to record his calls at any time and from any location allowed him the flexibility to conduct this interview and meet his deadline.

Call **866.434.4404** to learn more
www.simplesignal.com

RESOURCES:
<http://en.allexperts.com/q/Auto-Insurance-Claims-2055/2009/3/Recorded-Statement.htm>
<http://www.kramerslaw.com/insurance/insurance-defense/recorded-statements-ininsurance-claims-investigations-for-litigation-purposes>
http://www.telecomreseller.com/centers/cr-1_1007.html