

# Client Centre

## Talking to your customers



### Background

- Client Centre is a secure website that provides customers and brokers with 24/7 access to view insurance policy documents, billing statements and real-time claims status updates.
- Customers can choose how they receive their insurance documents, including a paperless option. Brokers can also manage these preferences for their customers, with the option to apply the same preference for all customers, e.g. paperless.
- Client Centre is available nationally for Intact Insurance personal lines customers; it is not currently available for commercial lines customers, group or non-standard customers (IRCA, Novex, Jevco, Nordic).

### Paperless initiative

- Intact Insurance is going paperless and is encouraging brokers to choose the paperless option on behalf of their customers too.
- By choosing this option, brokers are helping to:
  - protect the environment
  - save costs (printing, resources, mailing)
  - reduce administrative work in their office
  - provide their customers with convenient 24/7 online access to their insurance documents.

### Customer Conversations

The following speaking notes are provided to help you talk about Client Centre with your customers and answer their questions.

**Customer:** Why should I access my documents through Client Centre?

- Broker:** Client centre offers you more convenience
- All of your insurance information is at your fingertips.
  - Your insurance documents are available online 24/7, and can be accessed from anywhere with an Internet connection.
  - Storing your insurance information online and being able to access it from anywhere is important in the event of an accident or if you cannot access your property.
  - Real-time claims status updates are provided for open claims, including information about the process, timing and what to do next.
  - Billing information is also available online so you know how much you owe and when it's due.

**Customer:** What are the benefits of going paperless?

- Broker:** Going paperless can benefit you in several ways:
- Intact's new Client Centre website provides you with easy, secure, online access to your policy documents, billing statements and real-time claims status updates, anytime, anywhere.
  - Client Centre helps you decrease paper clutter – no bulky package in the mail and no storage required.
  - Accessing your documents online helps reduce your environmental footprint.

**Customer:** What if I still want to receive paper copies of my insurance documents?

- Broker:** You can choose the option to receive paper copies when you register on Client Centre and over time, you may decide to switch to paperless. If you do not have an email address or access to the Internet, we can make sure you will be mailed paper copies of your documents.