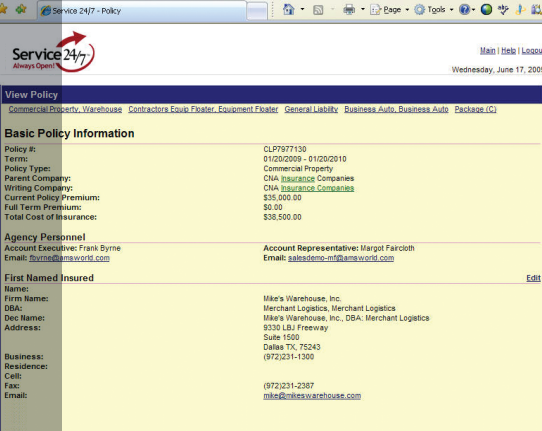




Vertafore™

Unleash your potential

Vertafore Service 24/7



Provide a superior customer experience with Vertafore Service 24/7.

Self-service features—including quick and convenient access to information and assistance—are a crucial part of providing a superior customer experience.

According to DestinationCRM.com, nearly 90 percent of online customers and one-third of offline customers prefer self-service because it gives them quick, 24-hour access to their agents. Vertafore Service 24/7 allows your independent insurance agency to provide the same level of services as a direct insurance provider, giving you the competitive edge you need in today's fast-paced world.

If you are an AMS 360® Online or AfW® Online customer, Vertafore Service 24/7 enables you to improve client satisfaction and loyalty and maximize productivity by giving your clients 24-hour access to their account and policy information through a web-based interface. The insured access portal allows your clients to easily view and/or edit policy data, print auto ID cards and certificates, create log-ins for other users and initiate claims.

You maintain complete control over the information your clients can

access. After you set up your client's login and password, you can then determine what information they can view and create custom menus just for them. Once changes are made, they are automatically sent to the agency management system to await your approval.

Vertafore Service 24/7 also offers the ability to customize the insured access portal interface and the menu text to seamlessly match your agency's own web site. Additionally, Vertafore Service 24/7 provides more data, extensive configurable agency controls and reports to track your clients' system activity and suspense logging actions (printing certificates, creating IDs, etc.).

Improve performance, provide a competitive difference, boost customer satisfaction and improve retention with the power of Vertafore Service 24/7.

“Vertafore Service 24/7 allows our clients to have 24 hours a day, seven days a week access to their information. They can go on to our website, link into our system and access all of their policy information. This gives them complete customer satisfaction.”

-Karen Parks, Parks & Associates

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Vertafore is the leading provider of software, services and information to the insurance distribution channel, including independent agents, brokers, MGAs, carriers and reinsurers. Vertafore leverages a unique industry presence to deliver meaningful solutions—powerful technology, critical information and robust insights to help organizations effectively respond to business challenges and capture new opportunities. Vertafore solutions are helping more than 15,000 customers and 200,000 end users gain a competitive advantage to accelerate their business performance.

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