Charles Taylor | InsureTech

Smarter Service Lower Costs Happier Customers

With AI insurance agents

Enhance business productivity with Agentic AI, rapidly delivered via Charles Taylor InsureTech's InHub SaaS platform.

Let Agentic AI handle your policy and claims admin workload and empower your team to focus on higher value analytical tasks.

INHUB AI AGENTS ENGAGE ACROSS

WEB CHAT   **VOICE CALLS**   **WHATSAPP**

HOW AGENTIC AI DELIVERS ROI

Insurers can use InHub enriched with Agentic AI to:

1 **Personalise customer interactions**, increasing loyalty and retention.

2 **Accelerate FNOL, policy inception and document management** for insurers and clients.

3 **Decrease operational costs by up to 30%** through automated, always-on customer service that reduces headcount and delivers faster.

4 **Connect with customers in their preferred channels**, when they want, how they want.

5 **Optimise decision-making** with real time data analytics.

6 Gain a **competitive advantage** while improving overall operational efficiency.

USE CASE: IMPROVE CUSTOMER EXPERIENCE

Working with our experts, insurers can enhance customer experience through:

Automated FNOL, quote & bind and document collection and validation.

Instant, intelligent responses to queries about quotes, policies and claims.

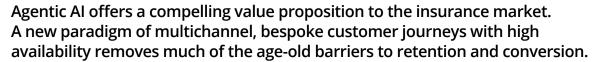24/7 omnichannel service (e.g., portals, chat, WhatsApp, voice, email).

Personalised guidance based on individual requirements.

Reduced waiting times, and seamless onboarding.

THE STRATEGIC ADVANTAGE

Agentic AI offers a compelling value proposition to the insurance market. A new paradigm of multichannel, bespoke customer journeys with high availability removes much of the age-old barriers to retention and conversion.

CHALLENGE	AI AGENT SOLUTION
High distribution and servicing costs 60% of P&C operating expenses are taken up by distribution and servicing.	**Lower costs** Agentic AI can reduce cost-to-serve by 30% using AI agents.
Changing distribution and service needs **70%** of under 40s want digital-first insurance journeys that prioritise: > Instant availability > Self-service / autonomy > WhatsApp **77%** prefer messaging (WhatsApp > email / calls). **80%** of people have switched brands because of poor customer service, including long call wait times (Qualtrics).	**Always-on, fast, digital service** AI agents create instant availability, with 24/7 digital service across web chat, WhatsApp, apps and voice calls.
Scaling personalisation **76%** of consumers (McKinsey) are more likely to purchase from companies that personalise their experience. And achieving hyper-personalisation can drive up to **2x** customer retention.	**Hyper-personalisation** AI agents enable hyper-personalisation to be scaled. Those personalised, scalable journeys **boost retention and conversion** and create strategic differentiation. In the insurance market, personalisation is growing at a CAGR of 14.75% – **don't get left behind.**

HOW IT WORKS

Charles Taylor InsureTech works alongside clients to create, customise and fine-tune AI agents for each business need.

Where chatbots answered set questions, AI agents think (using data and context), plan (how to achieve the goal), act (using tools and APIs) and reflect (to improve results). To customers, it's like talking to a human. To you, it's like having a bigger team.

Don't fall behind. AI agents cut claims times by 30% – lead the change.

Book your demo today and discover what Agentic AI can do for your business.

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