

# Improving Customer Experience with Real-Time Text Messaging

80%

According to a survey conducted in 2021 by our technology partner, Hi Marley, more than 80 percent of policyholders indicate they prefer to text with their insurance provider.

Injured workers can now connect with AF Group claim professionals and nurse case managers more quickly and easily than ever before by opting into mobile communications! The information shared via text messaging seamlessly integrates into our claim system — making the process swift and effective.



## Real-time Translation

Translation in more than 19 languages allows us to communicate with customers in their preferred language.



## Quick Responses

Customer questions are answered more quickly than ever before.



## Information Sharing

Mobile communications make sharing photos and exchanging documentation simple.



## Appointment Reminders

Text alerts help remind our customers of scheduled visits with medical professionals.



## Expedited Claim Process

Shared information integrates into our system, accelerating payments and approvals.



## Discreet Communications

When a quiet space isn't available for a phone call, texting allows our customers to keep conversations private.

Each individual claim will have a dedicated text thread. Litigated claims require a written waiver from legal representatives. Standard messaging rates apply and texting only available within the United States.

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