



Cloud-based Automated Life Insurance Claims Software Offers Simpler, Faster, Customer-centric Solutions

“ We are confident that the partnership with ClaimVantage and their claims software will give us the tools to provide our customers with great claims service and provide advisers with the confidence to recommend MLC Life Insurance to their customers. ”

Natalie Eckersall, MLC Life Insurance, Acting General Manager

Overview

MLC Life Insurance of Australia wanted to make the emotionally difficult task of filing a life insurance claim as efficient and compassionate as possible for family members who have just lost a loved one.

The Business Problem

MLC Life Insurance needed an automated claims solution that would offer claimants fast, anywhere, anytime access and provide the flexibility and scalability to integrate with their other applications and accommodate future growth.

Specific Goals

- ▼ Simplify intakes, workflow, and case management
- ▼ Improve efficiency of all life, income protection, and disability claims
- ▼ Provide claim summaries and timely benefit payments
- ▼ Include full mobile functionality
- ▼ Improve customer and employee satisfaction
- ▼ Flexibility to integrate with other applications
- ▼ Scalability to increase capacity as needed
- ▼ Centralised digital database to store claims information

The Solution

ClaimVantage installed automated claim processing software to provide full life cycle claims management including intake, adjudication, and benefit payments. The ClaimVantage system eliminates traditional claim forms so that MLC Life Insurance representatives can work directly with claimants quickly and efficiently during a stressful period for them.