

QUALITY IN TIME

REDUCE YOUR TIMESCALES WITH INSIGHT'S ONLINE INSTRUCTION AND APPOINTMENT BOOKING SYSTEM



Insight's online appointment booking system provides a unique three tiered approach to obtaining evidence.

TRIAGE

A telephone account of the accident from the insured driver in order to quantify liability or consider further investigation.

DESKTOP INVESTIGATION

A detailed, CPR compliant statement covering indemnity, quantum and liability taken over the telephone by Insight's experienced claims team.

FACE TO FACE INVESTIGATION

If circumstances require a face to face investigation, Insight's panel of nationwide, highly trained, inspectors can visit the insured driver at a convenient time and location to take a full, CPR compliant statement.

Once logged in, you can use the new online system to submit instructions, book and view the status of appointments online, and upload instruction documents quickly and securely. You can also send the insured a unique link so they can arrange their own convenient appointment if this is appropriate. Once an investigation has been completed, documents are archived within your secure login ready for you to access and download at a convenient time for you.

- Fast liability decisions
- Processes to Treat Customers Fairly; central to all our client services
- Improved customer journey and experience

No additional hardware or software is required as all transactions are carried out over a secure HTTPS connection. You can be assured that all case information will remain secure at all times and can only be accessed through your unique login.

insight.

For more information call 0845 160 1660
email: info@insight-appointments.co.uk or visit www.premex-insight.co.uk

