



**i-sign.**

Document Collection Service

## Who are i-sign?

i-sign has been assisting with the explanation, signing and collection of legal documents for claimants involved in personal injury claims and associated sectors since 2006.

i-sign's leading online appointment system allows you to book an agent to visit your client on day one of the case. With online access you will quickly see an improvement in your client retention and a reduction in the time taken in receiving your completed, signed documentation.



# 1 Click. 1 Visit. 1 Capture.





## **Why i-sign?**

The significant cost to your business of securing new claims demands that you utilise a swift and reliable capture service to maximise client retention and therefore your financial return.

Many claimants do not understand legal documentation and benefit from a face to face explanation. Our process also addresses any claimant apathy resulting in documents being returned days, if not weeks quicker than by post.

**SWIFT**

## Services offered by i-sign

i-sign specialise in the legal and insurance sectors providing a comprehensive suite of document collection services including; CFA agreements, questionnaires, insurance checks and identity checks.



You can book convenient appointments online or alternatively utilise our responsive contact centre who will arrange appointments for your clients within hours of receiving instructions.

Our contact centre will arrange an appointment for your client within hours of receiving your instruction, for an agent to complete and explain the following:

### LEGAL COLLECTION

- Conditional Fee explanation
- Contingency Fee explanation
- Accident Questionnaire
- ID checking and verification
- BTE Insurance checks (if required)
- Medical Mandates
- Notice to Cancel
- CRU Mandates

### INSURER PI

- Completed PI Questionnaire
- ID checking and verification
- Medical Mandates
- CRU Mandates

### OTHER SERVICES

- PPI
- Hire agreement collection
- Mortgage document collection

## Clients / client care

We are constantly aware that we act as a representative of your company and i-sign is equipped to deal with claimants who may feel confused or vulnerable. As such it is extremely important that you use a company you can **trust**.

Our field network are professional, experienced and courteous. In many cases this will be the only personal contact your client may have with you or your representatives throughout their claim. Each agent conducts themselves in a trustworthy manner ensuring that your customers feel confident and assured at all times

TRUST





## **Our people**

Our people all undergo a bespoke learning and development programme. This dedicated training enables i-sign and its customers to benefit from a motivated and knowledgeable team able to deal with each referral, query or problem.

i-sign's field force covers the whole of the UK and it is the quality of that field force which reflects the training and development each and every individual receives.

Each representative's performance is monitored by the Technical Service Department, both in terms of quality and service compliance.

This reassures customers that each instruction is handled professionally with speed, care and efficiency.

## IT

As part of the Premex Group, i-sign has the benefit of considerable resources including teams of Business Analysts, Project managers as well as Workflow, Sequel and .NET developers. Using a total scanned image solution to handle all documentation, all instructions and documentation are delivered electronically through our case management system.

i-sign's bespoke Claims Management System has been developed as a result of an every changing, fast moving environment where immediate capture is vital.

The advanced system does not require any lengthy data input.

Using i-sign's system, it is as easy as:

**CLICK - VISIT - CAPTURE**

## Corporate Social Responsibility

i-sign is committed to developing and enhancing its commercial activities by leading the marketplace with new standards of environmental and social responsibility. The Premex Group has long recognised that a commitment to protecting the environment is an integral part of managing its business, and that environmental performance has a direct relationship with overall performance. There is always room for improvement and i-sign is committed to continually looking for ways to enhance the lives of its internal and external local communities, as well as reducing its operational impact on the environment.

The Premex Group is taking an eight step approach to reducing its impact on the environment; these activities are divided into three separate areas:

- Working with the local community
- Mitigating harmful activities
- Planning for the future

RESPONSIBLE



i-sign

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