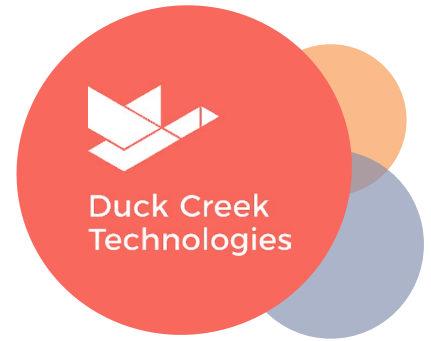


Hi Marley's Integration with Duck Creek Claims

Streamlining Policyholder Claims Communication



With Hi Marley, carriers can quickly respond to policyholders via text, improving claims cycle times, reducing costs and elevating customer satisfaction.

Conversational Capabilities Deliver a Seamless and Modern Experience

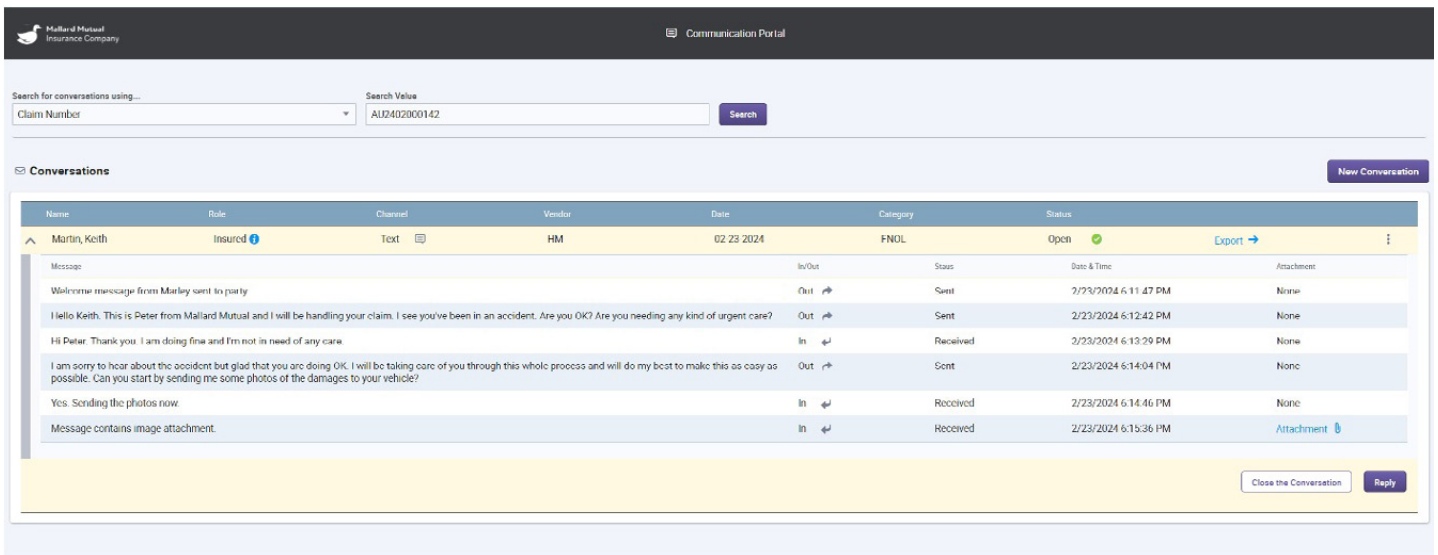
The Hi Marley Insurance Cloud integration with Duck Creek Claims enhances communication and information sharing between adjusters and policyholders. Duck Creek users are enabled with an integrated experience, secure compliance measures and increased workflow efficiencies by tapping into the capabilities of our intelligent conversational platform.

Claims Adjusters on Duck Creek Can:

- Initiate text contact and create Hi Marley cases by lines of business or brands
- Capture SMS opt-in/opt-out status for TCPA compliance
- Control claim assignment and reassignment
- Utilize scheduled messages to optimize workflows
- Save conversation transcripts and media files through files notes
- Manage secondary operators for claim collaboration
- Access the Hi Marley web app with a single click for analytics and more
- Record Hi Marley messages and case status updates in real-time
- Sync closure of the claim and conversation with simple configuration

A Glimpse Into Duck Creek Claims

The Hi Marley Duck Creek accelerator streamlines processes and enables carriers to handle claims in one system, ensuring accurate information and increasing efficiencies. The real-time sync of case details, automated messages, and operator management grants users working directly in Duck Creek with increased workflow efficiencies and secure compliance measures.



The screenshot displays the Hi Marley Communication Portal interface. At the top, it shows the Mallard Mutual Insurance Company logo and the title 'Communication Portal'. Below this is a search bar with the text 'Search for conversations using...' and a dropdown menu set to 'Claim Number'. The search value entered is 'AU2402000142'. A 'Search' button is located to the right of the search bar. Below the search bar, there is a 'Conversations' section with a 'New Conversation' button. The main content area shows a list of messages in a table format. The table has columns for Name, Role, Channel, Vendor, Date, Category, Status, and an 'Export' button. The messages are as follows:

Name	Role	Channel	Vendor	Date	Category	Status				
Martin, Keith	Insured	Text	HM	02/23/2024	FNOL	Open	Export			
Message							In/Out	Status	Date & Time	Attachment
Welcome message from Marley sent to party							Out	Sent	2/23/2024 6:11:47 PM	None
Hello Keith. This is Peter from Mallard Mutual and I will be handling your claim. I see you've been in an accident. Are you OK? Are you needing any kind of urgent care?							Out	Sent	2/23/2024 6:12:42 PM	None
Hi Peter. Thank you. I am doing fine and I'm not in need of any care.							In	Received	2/23/2024 6:13:29 PM	None
I am sorry to hear about the accident but glad that you are doing OK. I will be taking care of you through this whole process and will do my best to make this as easy as possible. Can you start by sending me some photos of the damages to your vehicle?							Out	Sent	2/23/2024 6:14:04 PM	None
Yes. Sending the photos now.							In	Received	2/23/2024 6:14:46 PM	None
Message contains image attachment.							In	Received	2/23/2024 6:15:36 PM	Attachment

At the bottom of the message list, there are buttons for 'Close the Conversation' and 'Reply'.



“Customer experience is one of the most important factors insurance carriers wrestle with day-to-day. **Timely, relevant and easy-to-send communications between carriers and policyholders is a game-changer.**”

CARRIE FELDMAN

Senior Product Manager, Duck Creek Technologies

Contact us today about a demo or starting a free trial.



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