



- Client Dashboard
- Call Center Services
- Star Data Database Services

How can Star Data Systems help you and your clients?

- *Insurance Underwriting Services*

Situation: You are currently using your internal staff or a conventional service to conduct surveys with your insured's to verify the information on their application and to assess the underwriting risks associated with each insured. Reports are requested manually or by telephone and are filled out by hand or on a form by processors who have varying years of experience with your insurance practices and underwriting requirements.

Issues and Problems: Reports are expensive and take too long to get the information back to you. At times, the agents tend to "help" your insured answer the questions and you are sometimes not convinced you are getting straight answers on all of the questions. During busy periods, it is very difficult to ramp up your staff or your supplier's staff to meet the demand and assess all of your risks so you decide to skip the survey for some insured's. You are not comfortable with this decision, but you have no other choice so what else can you do?

Solution: Using Star Data Systems' automated desktop ordering system and direct web access, your underwriters email the insured's' policy numbers and contact information to us pasted directly from your internal database. Using the latest systems available in dialing and interviewing technology, your interviews are conducted by well-trained and courteous interviewers via telephone and scripted to get the most out of each survey. Because we are a call center and the survey questions are scripted to your specifications we can add as many interviewers as necessary to get the job done quickly and accurately. Call progress for each interview is posted on our secure website so that you can monitor the status of every interview. Once the interview is complete it is spell-checked, edited for accuracy and emailed back to you. Completed interviews are kept on our secure website for six months and can be downloaded by you at any time in the event your original report is lost or misplaced.