

Texting Guide for Insurance



What is Prompt.io™?

Prompt.io offers fully customizable platforms with robust feature sets that include A2P and/or P2P texting, 2-way conversation, Smart Links, automations via Keyword, integrations with leading CRMs, and custom API integrations.

Key Features

Two-Way Text Messaging

High-volume blast and/or peer-to-peer conversation, coupled with automated keyword response capable text messaging.

Agent Tools

Automated response, routing, escalation and the agent console maximize productivity and make it easy for agents to manage multiple conversations at once.

Mobile Forms

Mobile forms let insureds complete actions such as account changes, FNOL and claims from a text-led experience on their mobile device.

Turnkey Integration

Easy integrations with existing data sources and systems. Directly sync existing systems with any data captured during the insured's engagement on Prompt.io™.

Customer Satisfaction

Text messaging is preferred. 83% of Millennial insureds surveyed stated they preferred to have a text-first option to engage with insurers.

Agency Efficiency

Keyword auto-replies address questions and instantly provide forms needed by insureds allowing live agents to manage more calls and focus on complex scenarios.

Instant Response

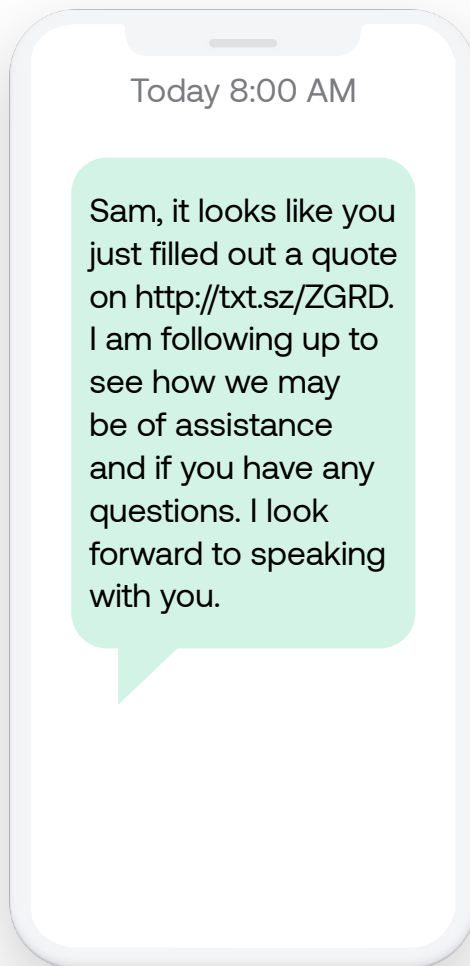
Text messaging empowered with keyword response offers instant 24/7 response to insureds on common needs and questions.

Business Efficiency

Collect claims information and account changes without paper, re-keying or agent-introduced error. Easily integrate with existing systems and accelerate your digital transformation efforts.

Use Case: Customer Acquisition & Retention

Texting is the perfect way to respond to your prospects in a timely way. From website visitors who want more information to insurance quotes for interested customers - keep your leads hot. Texting is also great for re-engaging existing customers. Send reminders to existing customers to remind them to renew their insurance policy.



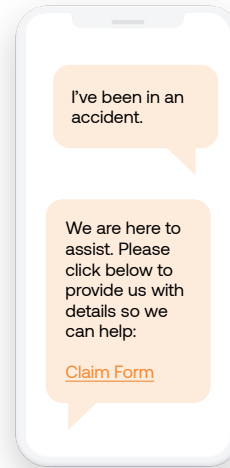
Use Case: Submitting a Claim

1. Accident Occurs



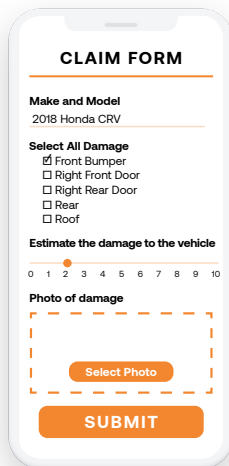
2. PromptMessaging

Insured text messages insurer for help



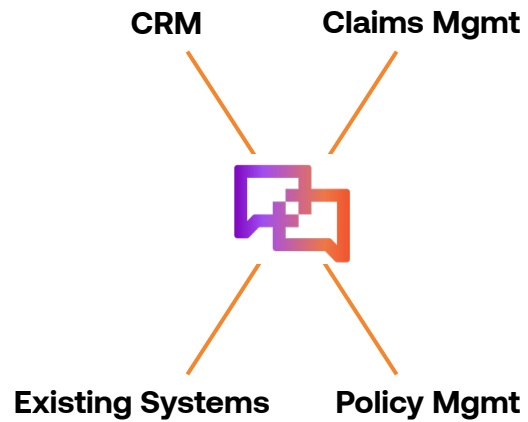
3. PromptExchange

Insured completes forms via mobile device

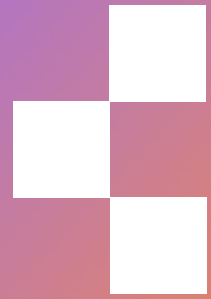


4. PromptPlatforms

Data is synced with existing systems



This guide is not intended to provide you with legal advice regarding the application of the TCPA or other federal, state, or provincial statutes (or related case law) that apply to texting in general. As always, we recommend that you consult with your own legal advisors on this.



Thank you!

