



Lower Service Friction by Meeting Customers Where They Already Are

Duck Creek Policyholder Portal is a modern, cloud-based self-service portal that gives policyholders seamless access to policy, billing, claims, and payments in one unified experience. Designed for speed, flexibility, and scale, it helps carriers reduce servicing costs and improve customer satisfaction. With always-on engagement and configurable digital workflows, the portal simplifies operations through deep integration.

Common Policyholder Challenges

How Duck Creek Policyholder Moves You Forward

Fragmented customer experience

Disjointed systems force users to move across channels, increasing frustration, service costs, and inconsistent engagement.



High cost to serve

Manual servicing and call center dependency drive operational expense and limit scalability.



Limited self-service capabilities

Outdated portals restrict customer control, reducing satisfaction and weakening retention.



Unified customer access

Single portal connects policy, billing, claims, and payments, delivering a seamless, consistent customer experience.



Self-service at scale

Automated workflows empower customers to complete transactions independently, reducing service burden and costs.



Flexible digital engagement

Configurable, mobile-first design adapts quickly to changing customer expectations and business needs.



Deliver service that scales with your growth.



Built for Real-World Insurance Demands

FEATURES

End-to-End Self-Service



Enable payments, claims, and policy changes in one unified experience.

Core System Integration



Connect seamlessly to policy, billing, and claims for real-time interactions.

Mobile-First Experience



Meet customer expectations with responsive, always-on digital access.

Omnichannel Engagement



Provide consistent interactions across devices with centralized customer visibility.

Configurable User Experience



Adapt workflows and branding quickly using low-code configuration tools.

Why Carriers Win with Duck Creek



● Resolve Customer Needs Instantly

Empower customers with intuitive self-service tools that reduce dependency on call centers and improve satisfaction.

● Unify Every Customer Interaction

Centralize policy, billing, and claims access to improve transparency and customer engagement.

● Real-Time, Frictionless Payments

Support high-volume, real-time transactions to ensure seamless billing and payment experiences at scale.

● Deliver Always-On Customer Access

Deliver continuous, always-on service across devices, meeting modern expectations for convenience and speed.

● Scale Billing with Speed and Accuracy

Handle policyholder billing operations efficiently while maintaining speed and accuracy across the business.

Proven in the Market

While Duck Creek Policyholder Portal is released with U.S. Homeowner & Personal Auto and can be readily configured to support products in other geographies.



Performance at Scale

80%

of critical customer service questions addressed on one screen

100+

EFT payments processed per second

2K+

Invoices generated per minute

