



# PERSONNEL SUPPORT FOR ACCURACY

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**Case Study:** People Services – A Worldwide Insurance Broker

A worldwide insurance broker, required support from RGIS in the **physical assembling** of policies and endorsements

# PERSONNEL SUPPORT FOR ACCURACY

## Case Study: People Services – A Worldwide Insurance Broker

A large global professional services firm that sells a range of financial risk-mitigation products, including insurance, pension administration, and health insurance plans. The insurance broker spans across 120 countries.



### REQUIREMENT

A worldwide insurance broker, required a third party to support with assembling policies and endorsements to deliver to individual clients. The customer required the following:

- **Checking of policies** received
- **Checking of endorsements** received
- **Personalise envelopes** to the customer's clients
- To be completed **daily**
- **High accuracy** standards



### SOLUTION

The insurance broker chose to partner with RGIS and the following was completed:

- RGIS provided a **dedicated team** of six **experienced auditors**
- The auditors checked both policies and endorsements from the customer's clients
- Once all details were checked, envelopes were personalised
- **Procedures** put in place to achieve **high accuracy levels**



### RESULTS

The insurance broker found by outsourcing to RGIS that:

- More than **500,000 envelopes** were personalised per year
- Accuracy of **98% achieved**
- Increased team to 12 RGIS auditors due to **excellent results**

The worldwide insurance broker found by outsourcing to RGIS, more than **500,000 envelopes** were **personalised** per year with **98% accuracy**



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People Services



Accurate Data



Increased Accuracy



Achieved  
**98%**  
Accuracy

CONTACT **RGIS** TODAY TO SEE HOW **WE CAN HELP YOU**

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