

Hi Marley's Total Loss Assist™

Modernizing Auto Total Loss Claims from FNOL to Payment



Network collaboration via SMS reduces total loss claim cycle time.



Lovable Insurance

from the vehicle.

- Confirm if the vehicle is ready for pickup.
- More details here <https://www.himarley.com/what-to-do-about-your-vehicle/>

Current vehicle location:

Bobs Auto Body
1234 Post RD, , Morris, [11111](tel:6175280725),
[\(617\) 528-0725](tel:6175280725)

Please let me know if you have any questions. Thank you.

Marley | Lovable Insurance: Hi Jane, your verbal confirmation is required by Bobs Auto Body to release your vehicle. Please contact them at [\(617\) 528-0725](tel:6175280725), located at 1234 Post RD, , Morris, [11111](tel:11111), to provide approval. Once completed, please respond with "C" so we can move forward with processing your claim. Thank you.

C

Marley | Lovable Insurance: Hi Jane, confirming your vehicle was successfully transferred to Yard-MA at 1 Main Rd, Boston, MA. No action is required at this time.

Total Losses are Totally Complicated

Navigating the total loss claim process is difficult for everyone. Consumers become aggravated with process uncertainty, disjointed communication and managing multiple vendors while carriers face increasing costs through storage fees, rental charges and productivity loss.

To achieve high customer satisfaction rates and efficient workflows for total loss claims, carriers need to take an empathetic approach, provide customers with clear expectations and strive for prompt resolutions.

The Total Loss Assist Impact

With Hi Marley's Total Loss Assist, carriers tackle total loss process inefficiencies to improve claims handling. Through a unique integration with Copart, Hi Marley reduces the number of touchpoints needed to resolve auto total loss claims while increasing customer satisfaction. On average, carriers can expect:

- A 30-40% cycle time reduction between FNOL and vehicle pickup
- Cost savings of \$125-\$150* per total loss claim
- 10%+ reduction in blocking release issue
- Increased NPS resulting in an uptick in policyholders planning to renew



An adjuster can quickly see the status of the claim and receives an alert if there's an issue they need to address. It's very intuitive. It's been a win for us to take administrative tasks away from our adjusters and automate this process. This year, we've had a substantial increase in total loss volume, but utilizing Total Loss Assist, we reduced cycle time without adding anything to headcount."

Jake Carr, Auto Damage Manager, Indiana Farm Bureau

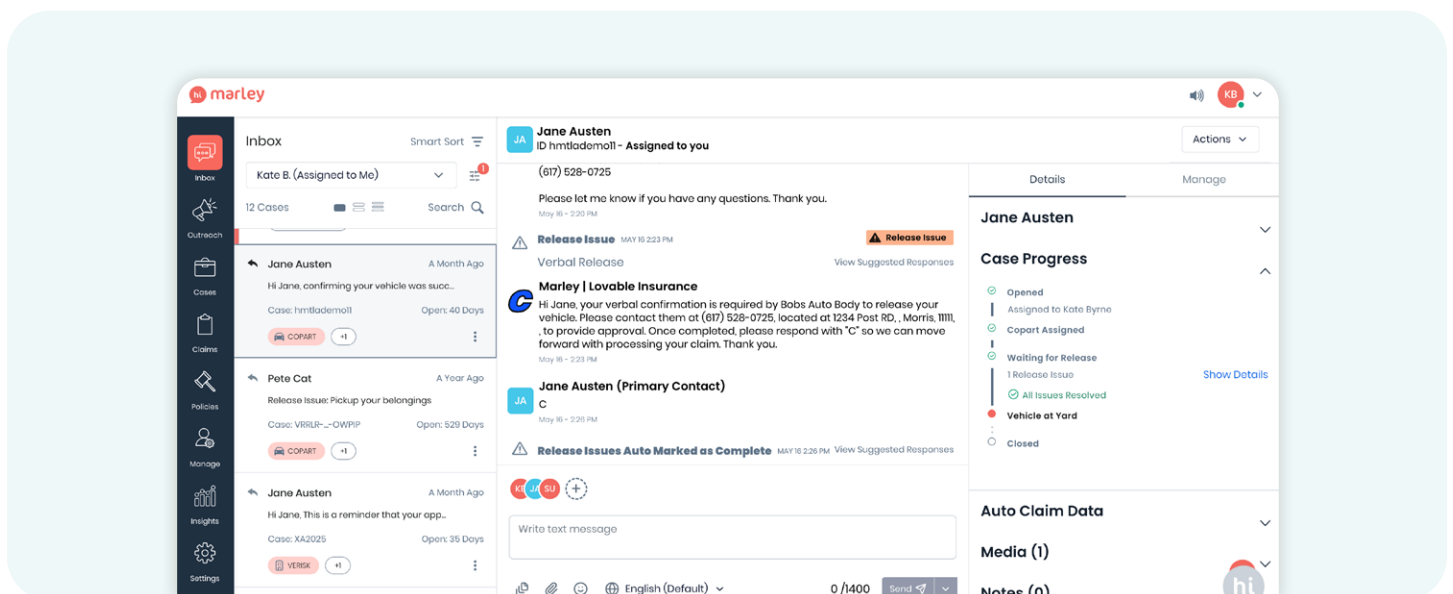
How Total Loss Assist Works

Featuring an integration with the Copart Seller Portal, Hi Marley acts as the communication hub for all stakeholders in the total loss claim process using a single text thread.

1. Once a vehicle is deemed a total loss, carriers set expectations with the policyholder via SMS with the assistance of automated message templates.
2. The case is auto-assigned to the appropriate carrier or Copart total loss operator in Hi Marley to process the claim efficiently.
3. As part of the salvage process, Hi Marley's Total Loss Assist ingests all salvage alerts from the Copart Seller Portal, such as the customer needing to remove belongings from their vehicle.
4. When a total loss release alert is triggered, Hi Marley notifies the responsible operator through automated, collaborative messaging.
5. When necessary, real-time, automated messages are also sent to the policyholder with specific calls to action in the existing carrier text thread.
6. Once the policyholder resolves the release issue, it is automatically marked complete in Hi Marley and Copart, prompting Copart to move the vehicle to their yard.
7. Total Loss Assist also integrates with Copart's Title Express - When a title event occurs, an automated message is sent to the insured with a unique Title Express URL for them to upload title documents and move the claim along.

A Glimpse into the Automated Release Process

Mark as complete automation further decreases total loss cycle times by removing a manual step for total loss coordinators and allowing vehicles to be cleared for pickup more efficiently.



Learn more and request a demo.

Visit www.himarley.com/totalloss