

Hi Marley

The intelligent communication platform
purpose-built for P&C insurance

Why Hi Marley

Insurers rely on Hi Marley
to improve:



Customer Experience

Average rating of 4.8 out of
5 stars per claim



Customer Retention

98% customer retention



Handling Efficiency

35% reduction in call and
voicemail volume



Insurance Outcomes

3-day reduction in cycle time

Hi Marley brings people, context, systems, and automation together as the trusted communication fabric for the insurance industry.

Platform Overview

One Trusted Conversation

When conversations scatter across channels and systems, insurance professionals piece together information while policyholders wait. Hi Marley keeps communication connected. Carriers enjoy shared context, visibility, and coordination across teams, systems, and workflows, and policyholders retain a preferred, reliable way to reach their insurer for answers or support.

Team Collaboration

Navigating insurance requires seamless internal teamwork. With Hi Marley's collaboration features, carriers maintain alignment while reducing complexity, interaction cycle times and communication churn across claims and service operations.

Designed for Insurance Complexity

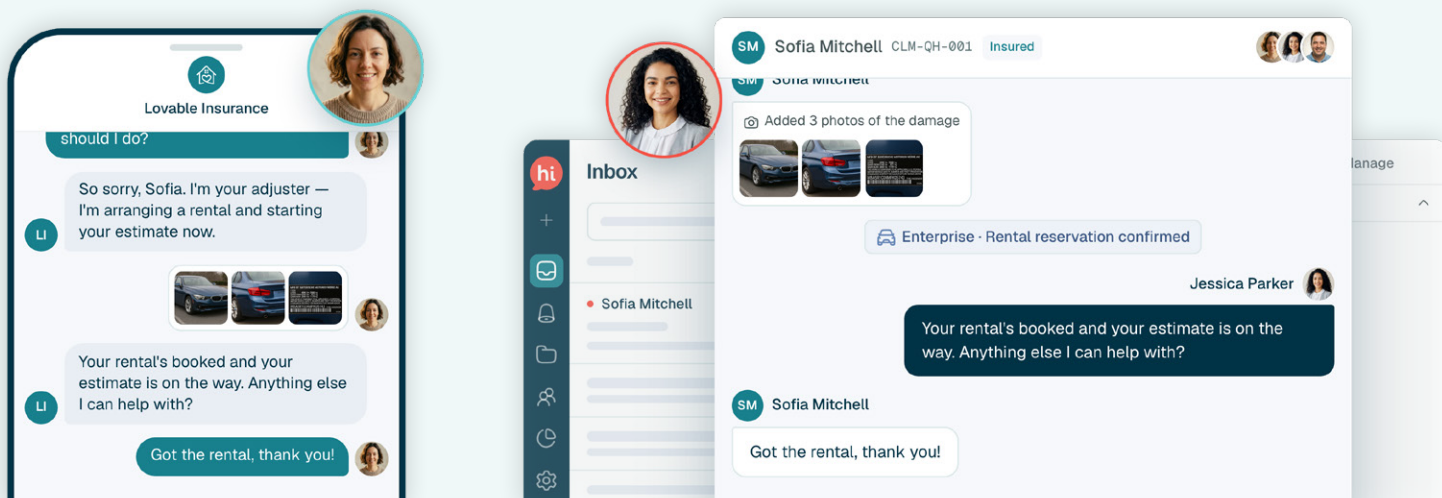
Carriers can count on Hi Marley to provide continuous support and investment toward a secure platform for the enterprise. We deliver the language, workflows, insights and technical capabilities needed to communicate compliantly across insurance, something general-purpose tools aren't built for.

“

Hi Marley has a deep understanding of the insurance industry and is a true partner in developing processes to enhance communication with our customers when they need us most.”

Jeffrey Gagnon

Department Vice President of Service Center Operations, Amica Insurance



Insurance Conversational Network

Unite™, Hi Marley's Conversational Network, brings technology and service providers into one trusted conversation without IT lift, improving behind-the-scenes coordination for carriers and creating a more seamless experience for policyholders.

Intelligent, Coordinated Action

Hi Marley applies the right level of intelligence to insurance work, using automation for predictable tasks and AI-driven solutions where additional context improves how work is handled. Because the platform captures everything in one place, embedded AI assistance helps professionals catch up faster, focus on what needs attention, and communicate clearly, so they can apply expert judgment and empathy where it matters most.

“

We're always looking for the trifecta of a project opportunity: great customer experience, improved employee experience and low cost. If we can find tools that give us those three results, that's gold. Hi Marley certainly gave us all three results.”

Howard Goldberg, Vice President Customer Solutions, Plymouth Rock Assurance

See how better communication creates better insurance experiences.

Visit himarley.com/platform-overview