DocuSign®

Providing Insurance in a Digital-First Marketplace

Introduction

Business is changing faster than ever. Organizations of all sizes are evolving at light speed to meet the demands of the new business landscape. Today's insurance leaders are building solutions to new challenges; even for the most agile teams, it's an uncomfortably rapid shift.

One of the takeaways that companies around the world are realizing together is that, even with employees in new places and business agreements making an abrupt digital transformation, work can still get done. There will be a point in time when physical offices are utilized again and people around the world are healthy and safe, but the way that business is done will never go back to how it was at the dawn of the decade. There's a process shift that's happening to make every part of a workflow — especially agreements — more digital and flexible.

At DocuSign, we've had conversations with leaders at the cutting edge of the digital insurance transformations. We've heard stories about new challenges, successful adaptations and shifting visions of what's possible in daily workflows. The changes that are being made now are more than temporary one-off patches, they're permanent improvements to make operations more efficient.

Customers rely on insurance providers for stability during uncertainty. To meet those lofty expectations, organizations need to undergo a transformation to move business workflows to a digital-first environment. Here are some of the ways DocuSign customers have evolved to continue providing for their clients.

Training agents to use digital forms

Without reliable opportunities to meet face-to-face with clients and collect ink-and-paper signatures, DocuSign customers in the insurance industry have been moving quickly to digitize agreement processes. Using a centralized team to create companywide templates for common documents, these organizations have kept business running smoothly while complying with social distancing norms. Leading insurance agencies have moved quickly to set up virtual training sessions to coach their base of agents about using these common templates in conjunction with DocuSign eSignature. These agents have also utilized DocuSign University training sessions to make sure that they replicate any unique agreement processes in a digital business environment.

Some insurance agencies are experiencing increased demand for services and have responded by hiring new agents. Without the standard in-person onboarding sessions, remote agents have been trained via digital enablement sessions, including best practices that the team has already tracked and technical sessions for select use cases. Documenting these agreement resources is a step in the right direction as far as building a new agent resource library goes. In the future, new hires across all branches will receive a more uniform onboarding process.

DocuSign Customers by the numbers

91%
of active customers would recommend DocuSign to another business or organization

96%
have confidence in DocuSign's ability to deliver

90%
are satisfied with their overall experience with DocuSign

89%
of active customers find DocuSign valuable to their business

60%
of DocuSign customers report experiencing some level of digital transformation recently

Benefits of DocuSign

81%
enables remote work transformation recently

78%
enables me to do business faster

78%
saves me time

Managing digital notarization

To manage agreement processes that require notarization, Progressive has been implementing DocuSign eNotary and Remote Online Notary solutions. These products enable any organization to execute notarial acts in a fully digital environment. Essentially, a notary public acts as an in-person witness to electronic signing of documents.

While the usage depends on statewide laws and temporary orders, leaders like Progressive will be able to easily manage local notary processes from a single hub and build custom workflows to move as quickly as possible while still staying compliant with state laws. As temporary orders either evolve, expire or become permanent, DocuSign customers can manage paperless notary processes from one central location to ensure that every branch is conducting notarization properly.

DocuSign for Insurance has you covered

DocuSign powers 12 of the top 15 U.S. insurance companies and more than 1,400 Life and Property & Casualty agencies. With world-class security and round-the-clock access, DocuSign's agreement solutions are the preferred choice for insurance agencies worldwide. Agreements can be completed in minutes with no errors, reducing cycle time, increasing close rates and delighting clients. Spend less time tracking down signatures and more time focusing on closing deals.

"The time savings from DocuSign is significant and substantial. I can't imagine our business without DocuSign."

Jeff Arnold
President
RightSure Insurance

Learn more about **DocuSign for Insurance**.

Use case examples

Use cases for carriers
Insurance application
Claims first notice of loss
Non-disclosure agreements
Premium payments
Account change forms
New policy applications
Recurring payment authorization
Policy cancellation authorization
Uninsured/Underinsured Selection/Rejection forms

Use cases for agencies
Claims supporting documents
New policy applications
New employee paperwork
Premium payments
Account change forms
IT asset tracking
Part 1 forms
Purchase orders
Expense reporting

DocuSign Agreement Cloud™