



# **Underwriting and Claims Management Evidence Services**

Tele-Interview

## Service Description

3d provides a tele-interview service for both the Underwriter and Claims Assessor, offering both Big T and little T variations that meet the needs of the insurer and its clients. Utilising our industry leading Conversational Management throughout the tele-interview provides both underwriters and assessors with unrivalled disclosure, in a format that can be quickly assessed and at a cost effective price.

## Main Beneficiaries

- Insurance Companies
- Friendly Societies

## Service Delivery

- All services are received, handled and processed through the internal and external systems “Merlin” and “Promis”
- Instructions are received through Merlin’s web interface using a secure authentication
- Updates and case tracking are available online and through automated emails
- All interview reports are converted to PDF and are available online
- All calls are logged against your unique identification number for easy access both now and in the future

## Compliance

- All reports are quality checked to ensure that all questions are answered ensuring quality throughout
- 10% of all reports are checked by an experienced underwriter or claims assessor to ensure the report is fit for purpose
- 360 degree feedback to all nurses
- The online service is fully authenticated and secure using the latest in online encryption technologies

## Related Services

- Home Visit
- Nurse Screenings
- GP / Specialist Reports
- Diagnostics
- Independent Medical Examinations