

INUNDATED WITH VERIFICATION CALLS

About Branch Insurance:

Branch was launched in 2019 by insurance veteran Steve Lekas and tech entrepreneur Joe Emison, and is headquartered in Columbus, Ohio.



Branch is home and auto insurance that's simple to buy and built for savings. Through its revolutionary instant-bind capability, Branch removes the friction associated with getting covered, helping consumers bundle their home and auto insurance with ease. Built as a reciprocal exchange, the Branch Insurance Exchange taps into the power of community to make insurance more accessible and affordable for everyone.

What is the Problem?

Serving the needs of both internal and external clients has always been the focus of Branch Insurance. Nevertheless, they were having trouble keeping up with the thousands of calls, emails, letters, and third-party correspondence that banks send them each year.

Nearly four full-time staff members at Branch were solely responsible for managing verification calls from lienholders and mortgage companies, and the team there handled close to 2,000 calls each month.

Need for Automation

Branch is committed to automation, and the team knew there had to be a better way to provide verification and documents, complete corrections, and invoice with accuracy and without the operational cost of manually handling these calls and requests.

Branch partnered with **LenderDock** in late 2022, launching use of the **VERiFi™** system in December 2022 before adding **NOTiFi™** in January 2023.

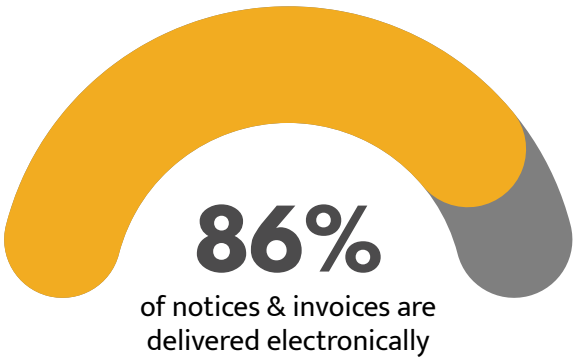


“This partnership reinforces our commitment to modernize outdated, legacy, and time-consuming processes and infrastructure and embrace automation and efficiency.”

- Gabriel Tornberg, Senior Operations Manager

Outcomes with LenderDock

Branch saw near instant results using the VERiFi™ platform, as lenders were easily able to make corrections to documents and produce real-time EOI's. NOTiFi™ replaced the existing process of sending notifications and escrow billed invoices to lenders and financial institutions for Branch, leading to increase in speed to pay. Branch now sends nearly 86% of notifications electronically, while speed to pay has improved from 30 days on average to a mere 8 days.



3,900

total inquiries

avoiding 100+ phone calls per day



“The LenderDock partnership represents another significant milestone to make insurance more affordable and user-friendly for our members and overcome the operational burden of phone calls and requests from mortgage companies and lienholders.”

Speed to Pay:

Before LenderDock						
S	M	T	W	T	F	S
×	×	×	×	×	×	×
×	×	×	×	×	×	×
×	×	×	×	×	×	×
×	×	×	×	×	×	×
×	×					

Invoices paid in average of 30 days



After LenderDock						
S	M	T	W	T	F	S
✓	✓	✓	✓	✓	✓	✓
✓						

Speed to pay was improved to just 8 days