

STOPPING THE ENDLESS STREAM OF MORTGAGEE CALLS & INTERACTIONS

About Indiana Farm Bureau

On October 18th, 1934, Indiana Farm Bureau established an insurance company to provide Hoosier famers with better insurance options. Today, Indiana Farm Bureau Insurance provides home, auto, life, farm and crop, business, and renters insurance, along with other financial products, to Hoosiers statewide. Indiana Farm has grown with agents and employees in all 92 counties.



- 430+ agents
- 1,200+ employees across the state
- Presence in all 92 counties

How immense is the issue?

Liberty Mutual Insurance estimates that its customer service department must handle an estimated 1 million inbound phone calls annually from lienholders and mortgagees.

Every insurance provider, big or small, is burdened with an incessant amount of incoming phone calls from financial third parties attempting to verify coverages, request loss payee corrections, insurance documents, and so on.

For nearly three years, PEMCO Mutual searched for a solution to stop the endless stream of mortgagee calls and interactions, even going as far as increasing hold times for known offenders and limiting the number of tasks per call.

The negative impact

Debbie England, manager of customer service and support at Indiana Farm Bureau, along her team, were desperate to create a balance between improving operational efficiency and reducing costs and overhead, while still managing the internal resources they had left. With 19 years of experience in this industry under her belt, she knew that it was going to require an innovative approach with new technology if they wanted any success.



“Every time my team fields a phone call from a banker or lender, we know it is negatively impacting our ability to meet the needs and demands of our valuable members and policyholders”

- Debbie England, Manager of Customer Service & Support

Self-service policy verification

In 2018, England welcomed LenderDock - the innovator in automated lienholder management services. Indiana Farm Bureau enrolled and completed a streamlined 60-day implementation process that launched a fully cloud-based solution for them.

Through LenderDock's Verification-as-a-Service platform, mortgage banks and lenders are now able to access up-to-date information digitally with no need for phone calls. Amazingly, within only one month of using this service, Indiana Farm Bureau saw an astonishing 90% reduction in lender call traffic.



"Thanks to LenderDock, we are not only saving money, but it is nice to know we can contact them directly and get our questions answered immediately. They've made the process easy and affordable."

- Ken Emerson, Manager of P&C Operations

Lienholder notice delivery

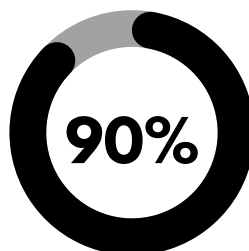
Indiana Farm, like many insurance carriers, was also overwhelmed by the complexities of notifying mortgagees and other third-party stakeholders about policy changes. The process of sending out loss payee notifications, returned mail notices, and escrow billing invoices was costly in terms of both infrastructure and manpower ultimately leading to inefficient operations.

Initially, they sought assistance through outsourcing, but still found it expensive and time-consuming. However, with the right solution at their disposal, they now have access to simplified processes that provide ease without sacrificing cost or quality.

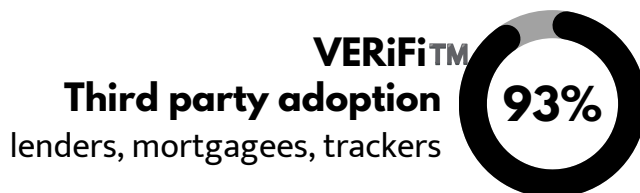
Simplified integrations

Indiana Farm Bureau was able to take advantage of LenderDock's custom competitor plugin to get set up with NOTiFi™ without any technical integration, coding, or IT support.

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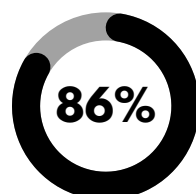


**Call reduction
in 30 days**



VERiFi™

Third party adoption
lenders, mortgagees, trackers



**NOTiFi™
Electronic delivery**

Coverage & billing notifications



Cost Reduction
from previous vender