

# Large Insurance Provider Outsources 60+ Million Packages Annually to Broadridge



When a large insurance company decided to close its print-and-mail facility, the company chose Broadridge to produce 60+ million packages per year, comprised of 400+ million images. Broadridge produces and mails property, casualty and life insurance communications on a daily basis on behalf of the company, including policies, letters, confirms, statements, checks, contracts, regulatory pieces, and corporate communications.

## THE CHALLENGE

The company needed to address the following issues:

- Evolve customer communications to meet changing on and off-line behaviors – and to grow revenue
- Take advantage of new technologies without major capital investment
- Reduce operating and postal expenses
- Be ready for new rules and regulations

## FOR ADDITIONAL INFORMATION, PLEASE CONTACT US AT

+1 (844) 364-4966  
BROADRIDGE.COM

Key assessment criteria were:

- Experience with large conversions
- Ability to save money on postage immediately
- Secure document production
- Innovation, particularly the focus on engineering custom solutions
- Shared vision for the future of the relationship

## THE SOLUTION

To minimize the timeline and risk associated with converting applications from in-house production, the client moved its production operations into Broadridge's facilities with the least amount of change possible (e.g., maintaining the same statement look and feel). This allowed the two organizations to plan for a later conversion to more sophisticated high-volume, full-color print and digital solutions.

Because the client had been running its own operation for several years based on institutional knowledge, some processes weren't adequately documented for outsourcing. Broadridge bridged the gap, producing 925 requirements documents totaling more than 5,000 pages for the project, which involved 3,900 applications. This documentation was completed in four waves over 6 months.

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**A large insurance company chose Broadridge to produce more than 60 million packages annually, including policies, letters, confirms, statements, checks, contracts, regulatory pieces, and more.**

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Some application-specific equipment was moved with the work. Equipment in production at the insurance company's facility was de-installed, moved, and re-installed at Broadridge over the weekend and made production-ready by 6 a.m. the following Monday.

Approximately 575 client acceptance tests were conducted onsite in a side-by-side comparison with the client's production output. More than 75 percent of the tests were repeated for production acceptance testing by the client once the production went live.

### THE RESULT

The two organizations agreed on an aggressive closure goal, which Broadridge exceeded. The client is enjoying Broadridge's award-winning production facilities and quality programs.

**Hextone** 3228 Robert J. Matheson Parkway  
El Dorado Hills, CA 95702

**QUARTERLY STATEMENT FOR YOUR VARIABLE UNIVERSAL LIFE INSURANCE**  
April 1, 20XX - June 30, 20XX  
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**Hextone** 3228 Robert J. Matheson Parkway  
El Dorado Hills, CA 95702

**QUARTERLY STATEMENT FOR YOUR VARIABLE UNIVERSAL LIFE INSURANCE**  
April 1, 20XX - June 30, 20XX  
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90 FP 1 8 1 1 A 10081 11021 11021  
JOHN SMITH  
INFORMATIONAL LINE (OPTIONAL)  
24 SOUTH WEST DRIVE  
SEND ADDRESS 2  
CARLSBAD, CA 92008-1234

**Questions about your Policy?**  
Please call your Account Representative.

**EMILY CHEN**  
1-844-447-7894 Ex:123  
echen@broadridge.com

Client Services: 1-844-447-7894  
Automated Voice Response: 1-844-447-7894  
Website: www.broadridge.com

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**YOUR VARIABLE INVESTMENT OPTION**  
The quarter percentage change on each variable covered by the Summary and the date the account and not for the policy. Your actual return will vary and policy charges, and policy transactions that nor guarantee of future account performance.

**YOUR POLICY INFORMATION**

Policy Number: **SC12245678**  
Policy Date: 06/12/20XX  
Policy Type: Hextone Select Life  
Policy Owner: JOHN SMITH  
Insured: JOHN SMITH

**YOUR BENEFITS AND VALUES SUMMARY**

Face Amount: \$100,000.00  
Accumulated Value: **\$13,259.82**  
At Age 70: 186,166.07  
At Age 80: 340,824.00  
At Age 90: 495,481.00

Face Amount: \$100,000.00  
Accumulated Value: **\$13,259.82**  
Cash Value at age 70\*: 186,166.07  
Cash Value at age 80\*: 340,824.00  
Cash Value at age 90\*: 495,481.00

\*Assumes current rate of return with no additions to your fund. Actual results may vary.

**YOUR SUMMARY OF ACTIVITY - Variable Investment and Fixed Options**

Accumulated Value as of 06/30/20XX: **\$13,187.92**

**Additions**

Premium Payments:  
Premium Received: 0.00  
Less Premium Load: 0.00  
Net Premium Applied: 0.00

Total Additions: **0.00**

**Subtractions**

Sum of Monthly Deductions: -189.53  
Total Subtractions: **-189.53**

Investment Results: 252.83  
Accumulated Value as of 06/30/20XX: **\$13,259.82**

The monthly deductions are the total charges of period included Cost of Insurance Charges of 4

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On average, college graduates earn about \$950,000 more than high school graduates over the course of a 40-year career. It's easy to invest in your children's future today with a 529 College Savings Plan. To learn more, please contact your Broadridge registered representative today.

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Broadridge, a global fintech leader with over \$9 billion\* in market capitalization, provides communications, technology, data and analytics solutions. We help drive business transformation for our clients with solutions for enriching client engagement, navigating risk, optimizing efficiency and generating revenue growth. \*As of November 2017

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