

Improve Perception, Improve Satisfaction

Leverage your digital communication to improve how customers view their repair time.



3x

Did you know?

Customers are **3x more likely** to say their repair process was “slower than expected” when not provided with updates.

Further, overall claims digital experience satisfaction for customers who reported that they did not receive repair status updates through the website or mobile app is **84 points lower** than those who reported they did receive these updates.

84 PT. DIFFERENCE

803

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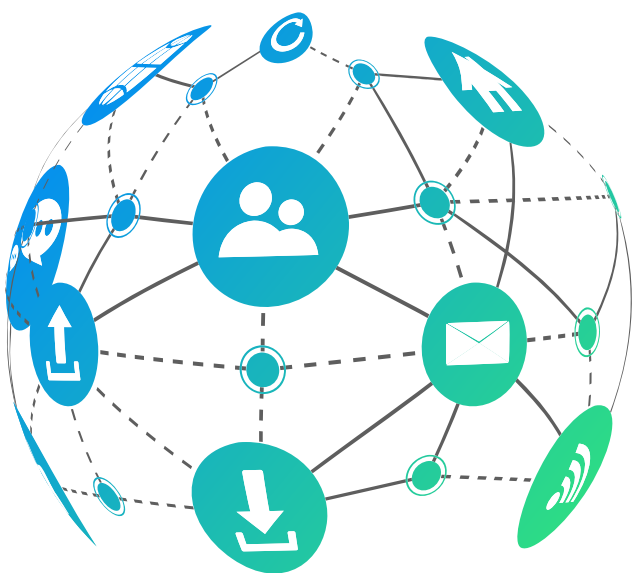
repair status updates through website or mobile app

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887

RECEIVED

repair status updates through website or mobile app



With overall claims satisfaction being an indicator of loyalty, it's critical to identify areas where you can implement improvements quickly. **Leveraging your digital communication channels (website and/or mobile app) to provide regular updates about the status of a repair** can be a quick win for improving your claimants experience.

To review your digital process and learn more about best practice digital communications, [contact us today.](#)