

New Business Underwriting

Client Type:
Life Insurance Company

Project Scope:
Trial APS Underwriting

Duration:
4 Months

Team Size:
19 Seasoned Underwriters

Problem

During a substantial influx of business, this large life insurance company realized that its current staff size was not capable of handling its increased underwriting needs. The client **requested a team of underwriting experts to help them achieve their service goals.**

Solution

In less than four months, Jacobson's underwriters reduced the backlog and improved the average service time from 20 days to 10 days. During this time, the client also saw **increased department productivity, improved overall service time and restored customer confidence.** The client also benefitted from Jacobson's total flexibility, choosing to retain some underwriters past the original project end date.

Response

Jacobson provided a team of **highly technical and trained underwriters** who could handle the different types of risks that agency sources were submitting. The underwriters worked two-fold within the company. Half of the team handled new business applications and matching mail, while the other half reviewed informals and final APS requirements.

