

# Insurance Company

## Supplying resource for a Remediation Project

### The task

Momenta were requested by a leading Motor company to supply a team to cover the overhaul, management, and support of a 7 workstream plan working on current processes and past business review. The Momenta team specifically focused on customer services and front-end customer contact in the client's call centre, working on process review and script design.

### The solution

A small team of specialised Momenta associates conducted a thorough review of past policy sales in order to find the root causes for potentially unsuitable advice. Existing call centre practices and procedures were reviewed, as well as an investigation of past motor insurance policies being conducted to check for overselling practices and non-disclosure. As a result, Momenta designed a revised sales and review process and were able to implement new client advice system with new internal scripts in the customer service centre.

### The outcome

Key systemic issues within the advice process were highlighted and resolved through a remediation process put in place for customers. As a result of the project, the industry's first past-business review of motor policies was completed, establishing standards that are now upheld and in line with the wider industry regulator guidance for treating customers fairly.



7 Workstream plan



Front end customer service resource provided