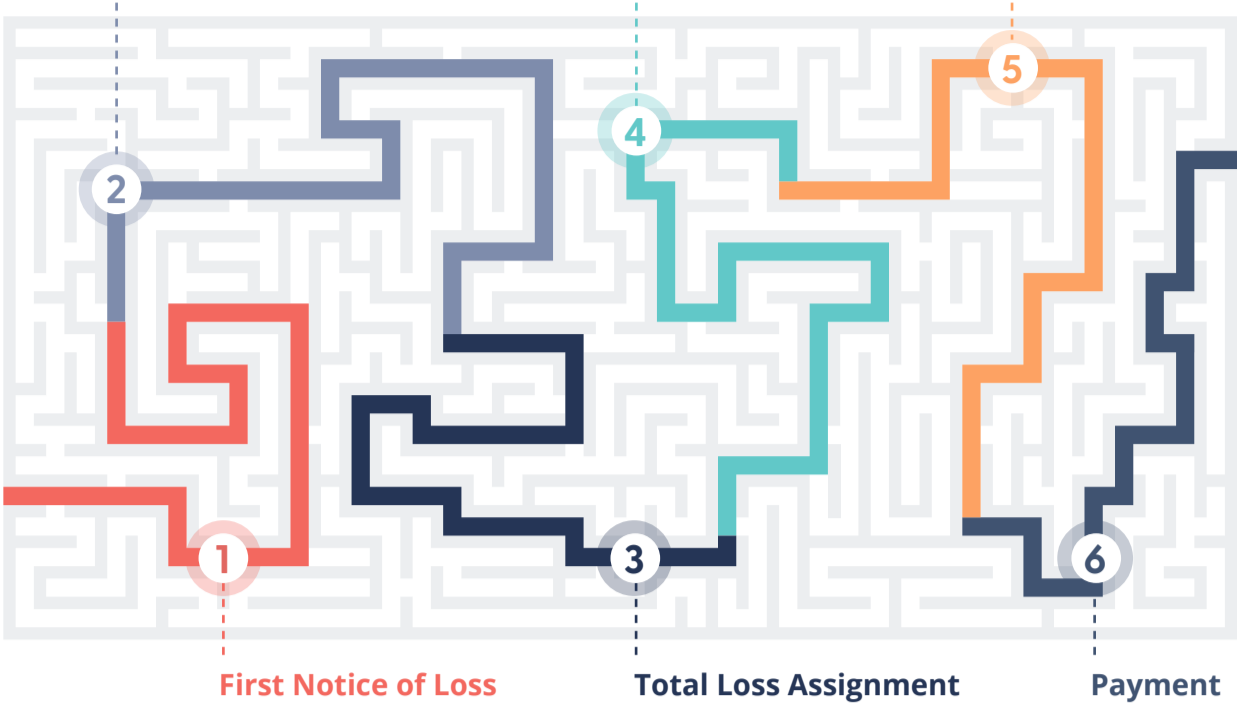




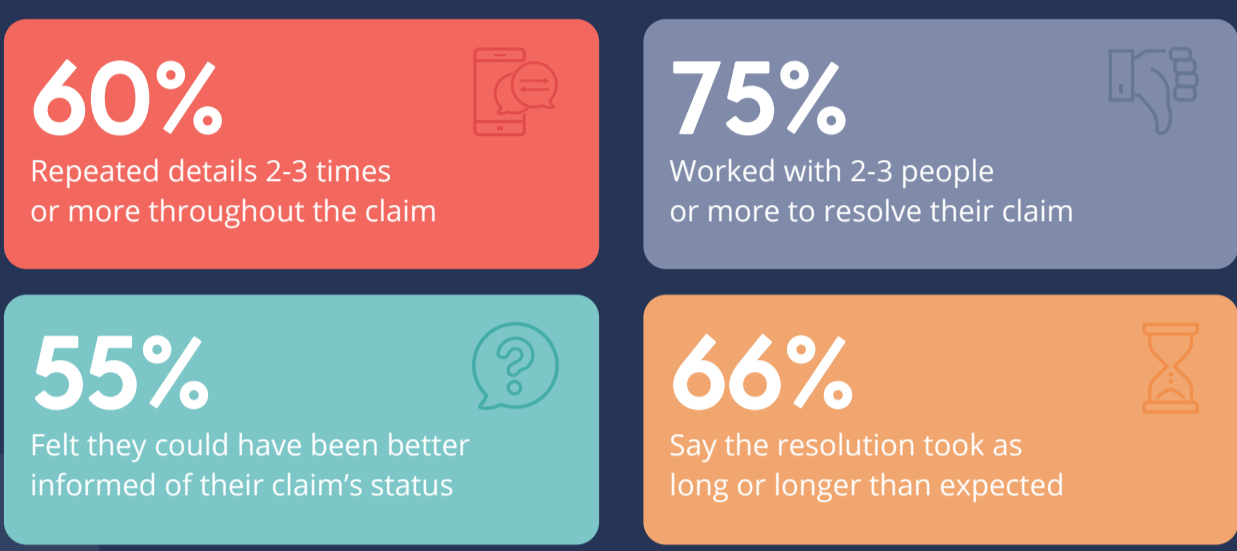
Voice of The Policyholder Survey: Insights and Opportunities for The Auto Total Loss Experience

Auto Total Loss claims include **six steps** that require multiple contacts and touchpoints throughout.

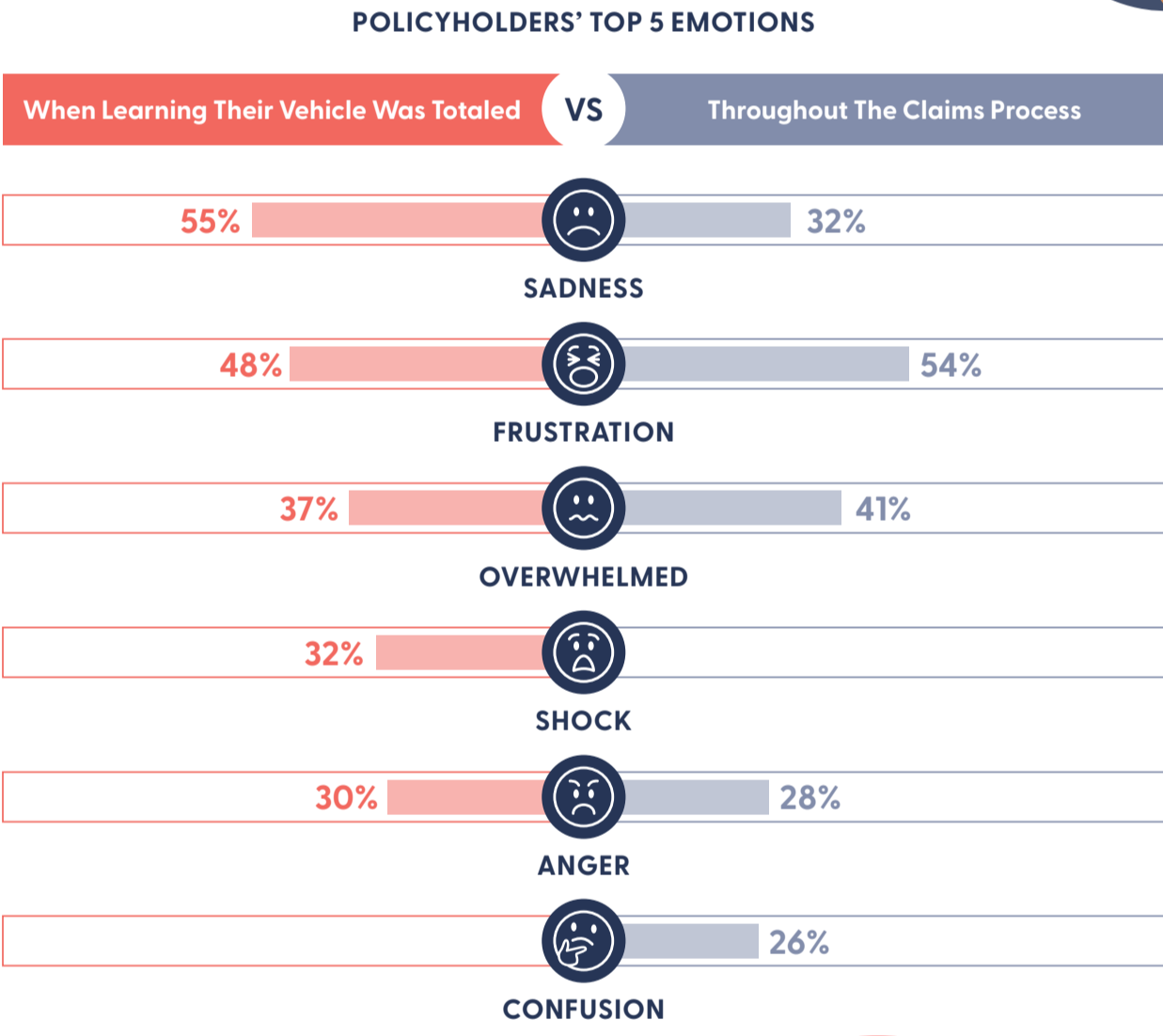


What does that mean for policyholders trying to navigate this unfamiliar process?

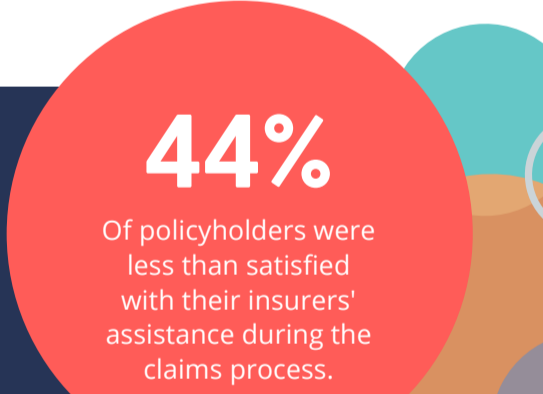
Hi Marley surveyed **800 US policyholders** who recently had a car declared a total loss to learn more about their experiences with the total loss claim process.



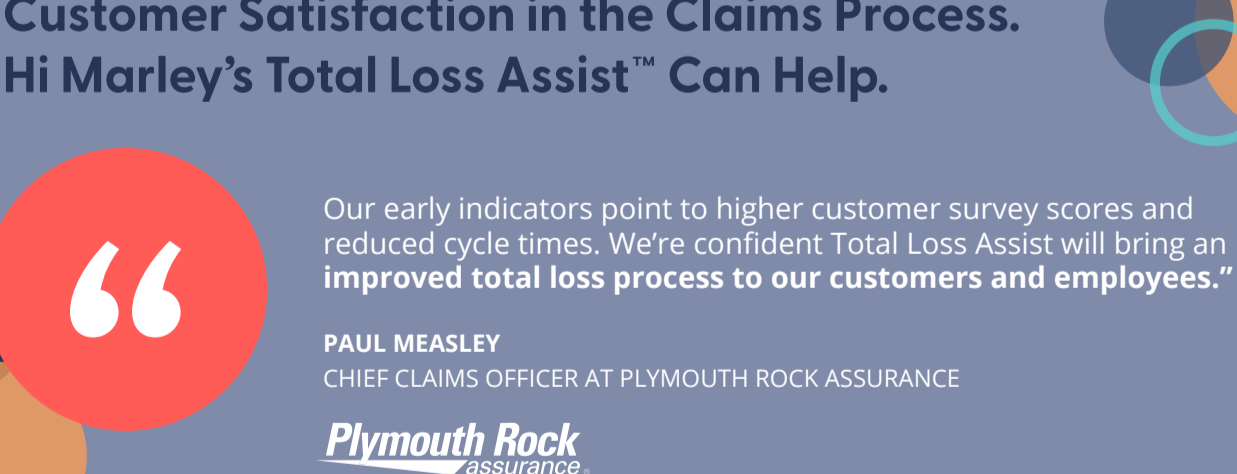
Long wait times and inefficient processes create a poor customer experience.



Five key trends emerged among the type of support the policyholders felt would have helped to ease confusion and frustration.



Carriers Have an Opportunity to Enhance Customer Satisfaction in the Claims Process. Hi Marley's Total Loss Assist™ Can Help.



With Total Loss Assist, Carriers Can Expect*



*Metrics comparative to no Hi Marley platform usage.

WANT TO LEARN MORE?

Discover how Hi Marley's Total Loss Assist can help increase efficiencies and improve the customer experience at www.himarley.com/totalloss.