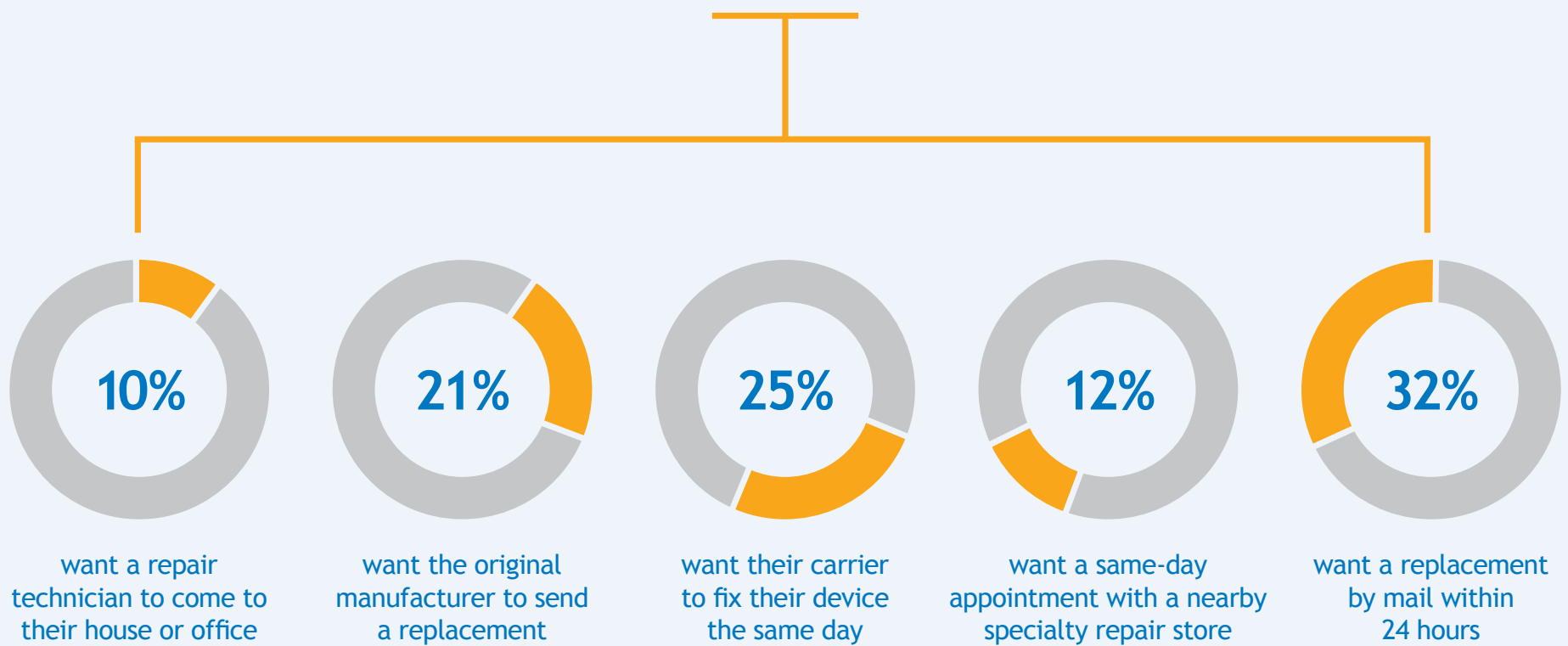


the Challenge

Offering customers the service and repair choices they want is a major part of how they experience your device protection program. But how do you deliver personalized service options quickly?

It starts with knowing what customers want when their devices break or are damaged.



the Solution

Assurant built an automated, patent-pending dynamic fulfillment platform that offers each customer personalized repair and service options.



1
Your customer initiates a request for service or repairs.



2
Sophisticated algorithms separate high-risk from low-risk claims, alerting an expert fraud analyst if any increased risk exists. In most cases, the claim is verified in seconds.



3
Our dynamic fulfillment platform analyzes and presents the best option to your customer in real time.

Personalized fulfillment options include:

- Carrier stores
- Specialty repair stores
- Come-to-you repair
- Mail-in replacements
- Remote claims service

Fulfillment options are based on:

- Customer's terms of service
- Device model
- Cost
- Location
- Adjudication

The request is fulfilled by our service delivery network:

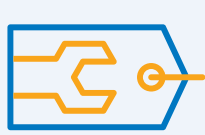
- 1,100 specialty repair stores across North America
- 40% more locations than the nearest competitor
- 40,000+ U.S. zip codes covered
- 2 - 4 hours to service same-unit repairs
- 1.5M in-market repairs annually
- Robust come-to-you technician network

the Results

Our net promoter scores (NPS) spiked quickly—and are still climbing. Device repairs and replacements now happen faster and more efficiently. And fraud detection is stronger.



33.8%
NPS increase
2019 to 2023



>400K
devices triaged and
customer support tickets
addressed



24x
increase in mobile
device repairs



235,000+
mobile devices
repaired in 2022



14,000+
devices serviced
a month