

LexisNexis® Renewal Retention Service



20% is a lot to lose.

Prevent attrition with LexisNexis® Renewal Retention Service.

The industry average attrition rate of twenty percent costs carriers billions of dollars annually. By combining unique, comprehensive data and advanced analytics, LexisNexis® Renewal Retention Service helps to increase renewals **before** policy expiration. The service includes:

- Policy monitoring
- At-risk policy identification
- Relevant and timely customer engagement
- Campaign analytics

LexisNexis® Renewal Retention Service can be applied as a holistic turnkey solution or in modular fashion, providing carriers with a scalable, flexible option that best integrates with their retention strategy.



Risk Solutions
Insurance



Comprehensive service

LexisNexis® Renewal Retention Service enables carriers to monitor policies nearing expiration, identify at-risk policies, engage at-risk policy holders with targeted strategies, and track and analyze the results of renewal activities to continually improve renewal rates.

Components include:

- **LexisNexis® Policy Watch** – monitor policy expiration dates and identify changes associated with the risk utilizing a variety of information
- **Retention Scores** – identify and evaluate at-risk policies by leveraging the industry's largest repository of public records to identify, segment and index consumer behavior patterns
- **Customer Communications** – execute targeted end-to-end customer communication programs based on retention scores and measure retention performance with comprehensive campaign analytics

Uncompromised efficiency

LexisNexis® Renewal Retention Service helps carriers act efficiently without compromising profits. Customers leave carriers for a variety of reasons, such as lower rates, life events and changing coverage needs. By identifying at-risk policies and engaging customers in a timely and relevant manner, carriers can focus resources on profitable, at-risk customers to win more renewals.

For more information:

Call 800.458.9197 or email
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About LexisNexis® Risk Solutions

LexisNexis Risk Solutions (www.lexisnexis.com/risk) is a leader in providing essential information that helps customers across all industries and government predict, assess and manage risk. Combining cutting-edge technology, unique data and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy. LexisNexis Risk Solutions is part of Reed Elsevier, a leading publisher and information provider that serves customers in more than 100 countries with more than 30,000 employees worldwide.

Our insurance solutions assist insurers with automating and improving the performance of critical workflow processes to reduce expenses, improve service and position customers for growth.



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