

Insular Life now issues e-policies



February 07, 2019

INSULAR LIFE NOW ISSUES E-POLICIES

Insular Life has started rolling out electronic insurance policies (e-policies) for its new clients.

New clients with valid e-mail addresses will be able to access and review an advanced copy of their approved insurance contract in the customer portal, even before the agent delivers the printed policy to them.

The customer portal is a digital dashboard created for each Insular Life client. This dashboard contains all the information about the client's policy/ies, housed in a secure platform.

"The client can access his or her customer portal anytime, anywhere. Clients will be able to perform various transactions, including fund switching or monitor the performance of their funds," said Ms. Diana Rose Tagra, First Vice President for New Business Division.

Ms. Tagra explained that since last year, the company has been laying down several digital initiatives from onboarding clients to servicing them, for an end-to-end digital journey.

“We will continue to strengthen customer servicing through innovative digital solutions,” Ms. Tagra added. “This is in line with our ambition to become the Filipino’s most preferred life insurance provider, and the most digitally connected life insurance company in the country.”

The portability of the e-policy – clients can access their policy details anywhere there’s internet – makes it an ideal option versus paper-printed versions which can be easily be lost.