



ASSURANT®

## Select Partner

Ready for Guidewire Validated Integration

# Solution Overview

## Carrier Direct

### Endorsement (CDE)

Real-time Loss Payment  
Instructions

Ready for

 **GUIDEWIRE**

ClaimCenter 10

## Challenge

When a claim is filed and processed, homeowners receive a check from their insurance company with their name and their mortgage servicer's name listed since both have a vested interest in the property. This can be frustrating for the customer as they want to quickly fix their home but must wait for the mortgage servicer's endorsement of the check.

## Solution

To alleviate the policyholder's frustration and expedite the availability of claim funds to begin repairs, Assurant took a holistic view of the process, starting with the creation of the insurance claim check. Through this task, we discovered a way to work side by side with insurance carriers to create a positive change for our mutual customers. By implementing Assurant's CDE Accelerator your adjuster can instantly transmit claim information to our system and immediately receive payment instructions as to whether the payment can go directly to policyholder, omitting the servicer's name.

## Benefits

- Instantly transmit claim information and receive immediate payment instructions
- As much as 75% of the time, the insurance carrier can issue payment directly to the customer and omit the mortgage lender's name on the check
- Fewer calls regarding check endorsements
- Quicker payments
- Increased customer satisfaction



## About Partner

Assurant, Inc. (NYSE: AIZ) is a leading global business services company that supports, protects and connects major consumer purchases. A Fortune 500 company with a presence in 21 countries, Assurant supports the advancement of the connected world by partnering with the world's leading brands to develop innovative solutions and to deliver an enhanced customer experience through mobile device solutions, extended service contracts, vehicle protection services, renters insurance, lender-placed insurance products and other products.

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## Integration Specifications

### Guidewire Application

ClaimCenter

### Lines of Business

Personal Property

### Version Supported

ClaimCenter 10.1

### Geographic Regions

United States

### Languages

English

