VARTA USE CASES FOR INSURANCE

Use Case	Description
Guaranteed FNOL & Claims Alert Delivery	Turn event-critical claims messages into contextual service opportunities with high delivery assurance.
Streamline Corporate Policy Reporting	Automate enriched, audit-ready reports and benefit statements for corporate clients.
Real-Time Claims Fraud Alerts	Send instant, multi-channel warnings based on suspicious claims activity to mitigate risk.
Secure E-Signature OTP Delivery	Ensure reliable and instant delivery of One-Time Passwords for secure policy signing and KYC.
Contextual Risk-Based Renewal Offers	Deliver personalized renewal messages based on a policyholder's dynamic risk profile or life event changes.
Targeted Coverage Gap Upsell	Deliver the right supplemental coverage offer at the optimal time during the policy review cycle.
Instant Policy/Premium Activity Alerts	Notify policyholders of payment success/failure or significant policy status changes instantly.
Compliant Regulatory Notice Delivery	Deliver mandatory regulatory updates and legal disclosures with guaranteed version control.
Proactive Policy Lapse Prevention	Detect high-risk policyholders and trigger personalized retention offers or payment extensions.
Automated Agent/RM Follow-up	Orchestrate alerts to Relationship Managers for high-value policyholders who do not respond to digital nudges.
Accurate Tax & Annual Forms Delivery	Deliver necessary annual tax forms or benefit statements accurately and on time to the preferred channel.
Critical Notice Multi-Channel Fallback	Automatically reroute critical messages (claim decision, cancellation) across channels if the primary one fails.
Customized Renewal & Loyalty Offers	Target tailored loyalty rewards and discount offers to re-engage policyholders during the crucial renewal window.
Centralized Content & Template Governance	Centralize all approved templates, legal disclosures, and business rules for cross-LOB consistency and compliance.
Full, Instant Compliance Audit Trails	Maintain immutable, bank-grade logs of every communication for instant regulatory review.
Unsuccessful Payment Update Alerts	Send proactive messaging to help policyholders update payment methods after an unsuccessful premium debit.
Next Best Coverage Nudges (Cross-Sell)	Suggest the "next best coverage" based on a policyholder's life stage event or current policy type.
Instant Policy Issuance Documents	Accelerate issuance by providing all necessary documents, including digital ID cards, instantly.
Personalized Digital Welcome Kits	Deliver interactive welcome kits that guide new policyholders through policy details and the claims process.
Automated Premium Payment Reminders	Automate timely reminders for premium payments and installment dates to significantly reduce lapses.
On-Demand Policy Summary Delivery	Deliver a concise, up-to-date policy summary or declaration page instantly upon request.
Real-Time Claims Status Updates	Keep policyholders informed about claim processing steps, adjuster assignment, and payment activities in real time.
Streamlined KYC/AML Updates	Compliantly request updated documentation for Know Your Customer/Anti-Money Laundering and confirm receipt.
Targeted Product Promotion (Behavioral)	Promote new products or coverage enhancements using behavioral data for optimal timing and engagement.