

BRISTOL WEST® QUICK FACTS: eEVERYTHING FOR PERSONAL AUTO



E is for “easy,” “electronic” and “efficient.” Let’s look at all the ways Bristol West Auto is putting the “e” in everything, online and on-the-go for you and your Auto customers.

HIGHLIGHTS THAT MAKE US STAND OUT:

Mobile App

In addition to our customer website BristolWest.com, our mobile app is another avenue that allows your customers to review their bill, make payments, access their ID cards, view policy information and find your contact information – all from their mobile device. Customers can download the app from the Apple App Store® or Google Play™.

Text Alert Payment Reminders

We all need reminders from time to time. Text Alert Payment Reminders can be helpful to both you and your customers. When your customers elect to receive text reminders, links to our mobile website and IVR are included within the text message so they can easily pay their bill. Customer retention increases significantly for customers who receive Text Alerts, and it can free up more time for you to sell.

Chat Now

Have a quick policy question while you work with a customer in your office? Our Chat feature on IAProducers.com offers you the ability to resolve many customer policy inquiries quickly by chatting with a dedicated Bristol West Service Operations Chat Team professional right on your computer.

eSignature

Coordinating a time with a customer to come into the office to sign policy forms can be a hassle. Our eSignature solution is a real-time, “click to sign” way to collect a customer’s signature for policy documents. This convenient, mobile-friendly feature can save you and your customers valuable time and effort. Plus, our eSignature verification process is simple from start to finish with automatic reminders prompting your customer to complete the process. *This means minimal follow up for you and it greatly reduces E&O exposure from unsigned forms.*

Policy Alerts

A productivity enhancement we’ve added to IAProducers.com just for you. The IAProducers.com home screen includes policy alerts when you have any customer policies that are at risk of cancellation for non-payment or underwriting reasons. *Policy alerts are dynamic and only show up on the home screen if you have policies that require action.*

Claims Photo App

Customers can use our photo app to upload pictures to complete an appraisal. This saves time and the hassle of scheduling an appointment to meet an appraiser or get to a body shop for an estimate. It often leads to a quicker resolution of a claim.

EFNOL (Enterprise First Notice of Loss)

Customers can notify us of a new claim and get status updates through our website 24/7.

Paperless Payments

We offer the convenience of paperless billing for customers who prefer to receive their bills and policy documents via email. *In many states we even offer a discount for customers who sign up to “Go Paperless.”*

Comparative Raters

Our rates are available on many popular comparative raters, or you can quote and book business directly on IAProducers.com, often at a discounted rate.

Log in to IAProducers.com today to quote and book Bristol West Auto policies.

*Not all policies, discounts, coverages and features are available in all states.

Insurance underwritten by a member of the Bristol West Insurance Group or Foremost Insurance Group. The Bristol West and Foremost companies are part of the Farmers Insurance Group®, 6301 Owensmouth Ave., Woodland Hills, CA 91367. 9014432 12/19

