

SMS for Insurance

Create integrated communication experiences for customers, employees and partners.



How to use text messaging for insurance



Streamline the claims process

Keep customers informed on claim status and use conversational messaging for faster resolutions.



Time critical communications

Send quotes, claim in-progress updates and emergency weather alerts.



Efficient service and support

Keep your customers covered with renewals, payments and updates by text.



Boost your marketing presence

Build personalized campaigns that cut through to new and existing customers.

I just got in a fender bender and need to submit a claim.

I'm so sorry to hear that. Is anyone injured? Are you in a safe place?

Thanks. Everyone is fine, I just need to submit the claim.

Okay. Good. My name is Jane. Let's get your claim started.

Hi Sarah, it's Jane with your insurance company.

Thanks for submitting your claim. You can track claim progress here: http://www.nxt**

Hi Sarah, it's Jane with your insurance company.

It's that time again. If you don't need any changes, your policy will renew automatically. If you have any questions, reply here to let me know.

I'm fine with the auto-renew. No changes needed. Thanks.

Hi Sarah, it's Jane with your insurance company.

I'm happy to set up a time to talk about how we can bundle your auto and home insurance to save you money. Schedule time with me here: http://www.nxt***

Messaging for insurance

SMS is one of the most affordable and surefire ways to improve your overall customer experience.

Prospects expect quick answers for quotes and coverage. Customers expect quick claims action.

Follow up with leads, quickly answer questions, book meetings and send reminders, and even start conversations from your website with SMS.

People trust their insurance companies with their money, their health, and their lives. Make sure your customers get the details they need quickly and reliably with SMS.

Why Text Messaging?

Reach anyone with a mobile device

97% of adult Americans own a cell phone*, and 70% open a text message within 5 minutes of receiving it[^]

Increased engagement

36% of customers prefer business communication via text – more than any other channel[^]

Efficient and personalized communication

32% of customers expect immediate responses, and 36% ignore non-personalized messages[^]

*PEW Research - MobilePEWResearch - Technology Ownership

[^]MessageMedia consumer research, December 2022

Ready to see more?

Visit us online and schedule a demo today!

