



J.D. POWER

J.D. Power Insurance Net Promoter Score

J.D. Power Insurance Net Promoter Score

Anticipating consumer needs and their constantly evolving expectations is a challenge that many organizations struggle with. While insurance companies know that the solution lies in becoming a truly customer-centric organization, most do not understand how to get there or where to start. Ideally, they need a way to simplify the customer experience; to effectively measure and manage the customer journey, and properly analyze and disseminate the right information to the most appropriate levels of the organization to help set priorities, drive continuous improvement, and measure success while maintaining profitability.



An Exclusive Offering

J.D. Power is pleased to offer the solution. The Insurance Net Promoter Score* is a new reliable customer experience program designed in alliance with Bain & Company. This program takes the guesswork out of improving your customer experience. Enabled by the unparalleled and innovative J.D. Power VoX customer experience [CX] management platform, VoX ensures that you not only understand your customers' expectations, but also anticipate and surpass them to build loyal brand advocates. The integration of NPS into VoX provides users with the ability to operationalize CX feedback and take action to improve the customer experience. This product can be used for P&C, health, and life insurance product lines and across claims processes.

What Subscribers Will Receive



*Net Promoter System,® Net Promoter Score,® NPS,® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Interact Daily with J.D. Power Insurance Net Promoter Score

J.D. Power Insurance Net Promoter Score is enabled by VoX, the J.D. Power platform for measuring and managing the customer experience. When your team logs in to VoX, they'll have access to the following:

- Closed-Loop/Double-Closed Loop Alert Resolution: Let your customers tell you whether or not their issue was resolved to their satisfaction and escalate issues that haven't been resolved—ensuring customer retention.
- Mobile App: Know what your customers are saying, no matter where you are. Get the insights you need and on the go.
- Text Analytics: Quickly view comments by intuitive color-coding, theme, and sentiment, turning customer comments into actionable insights based on what matters most to your customers.
- Role-Based Dashboards: Deliver the right information to the most appropriate levels of your organization, empowering them to take action and immediately drive results.
- Usage Analytics: Understand how your organization is using the J.D. Power VoX platform and find best practices to share within your organization and drive further improvement.
- Export Module: Quickly export data for offline analysis or schedule regular exports to receive them daily, weekly, monthly, or whenever you need.
- Highlights for Instant Download: Transform your dashboard data into a PDF to quickly share with leadership and your team or add to your next report.
- Cross Tabulation Tool: Run data using multiple filters, selections, comparators, and significance testing
- Respondent File: Download respondent-level data for additional analysis
- Training Sessions: Three web-ex training sessions regarding the program and VoX platform are provided for employees and stakeholders

Benefits

This ongoing tracking program can easily be adapted across product lines and claims processes, allowing your company to create a program that best suits your needs.

From a claims-level program to an enterprise-level program, J.D. Power Insurance Net Promoter Score is ideal for insurers looking to best position their strategic planning and prioritization using a system that's cost effective and scalable according to organizational goals.



This ongoing tracking program can easily be adapted across product lines and claims processes, allowing your company to create a program that best suits your needs.

Upgrade Your Tracking Program

J.D. Power Insurance Net Promoter Score includes optional upgrades that allow you to customize the program to best fit your needs.

Add-ons to the program include:

- **Expert Advice and Analysis Support:** Gain access to J.D. Power analyst support to help you interpret program findings
- **Executive Presentation:** Onsite executive-level presentations of program findings and recommendations
- **Bridging:** Gain insights into J.D. Power Insurance Net Promoter Score findings compared to J.D. Power syndicated study results
- **Incentives:** Management of incentives and/or sweepstakes to enhance response rates



This information has proven invaluable in helping companies prioritize strategies that target the areas most important to customers.