

# OPERATIONS UPDATE

FOCUS ON NEW BUSINESS

Gina Gerovasilis

Director, New Business

We have been working closely with our business process improvement consultants in an effort to streamline and improve BMO Insurance's new business process. We continue to increase our bench strength and have made training a priority. I have created a multifunctional team to reach our goal of a two business days turnaround for submits and issues. It is my goal to ultimately publish generally accepted New Business benchmarks so that you are aware of our service standards in all areas of New Business.

The following four New Business teams are now in place and have been structured in line with the objectives outlined above.

## **New Business Multi Support Specialist Team (MSS Team)**

This team is your main communication touch point.

Our bilingual team will take your new business related queries via telephone as well as respond to your email enquiries. They will respond to all calls and emails related to any step in the new business process.

You can reach the MSS Team, Monday to Friday between 8:30am and 5:00pm EST.

Toll free: 1-877-742-5244

Locally: (416) 596-3900

Fax: (416) 596-3050

Email: [insurance.underwriters@bmo.com](mailto:insurance.underwriters@bmo.com).

## **New Business Support Team**

An integral part of the overall process, this team is responsible for the intake of all New Business correspondence which includes opening mail, scanning applications and related material as well as assigning work on our back office systems.

## **New Business Underwriting Support Team**

New Business interacts with our Underwriters on a daily basis. The Underwriting Support Team, as the name suggests, has been developed to perform secure medical downloads from our service providers, mail matching, indexing etc. We expect that this will free up the underwriters' time so that they can focus on risk assessment.

## **New Business Submit Issue and Settling Team (SIS Team)**

This team handles the core functions of New Business. Their main responsibility is the set up of new applications and the issuance and settling of policies. For that reason, consistent resourcing is critical and so our current focus is on cross-training.

As you can see, each team has a primary focus and due to natural interdependencies the teams work closely with one another so that you can be assured that each application you send to us will receive the highest standard of service.

I look forward to sharing with you our New Business service standards. Watch this space for further developments.

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