

LYNX

# FNOL and Customer Engagement Services

Expert service.  
Superior results.

Leveraging leading AI technology, superior people & processes in FNOL and customer experience services to help you:

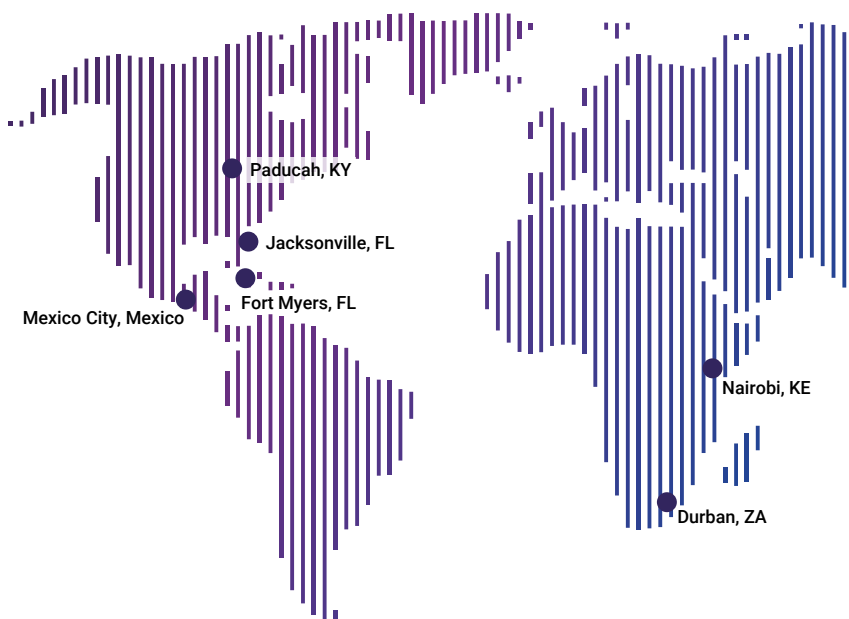
- Improve customer satisfaction with brand ambassadors
- Multilingual capabilities for inquiry support and FNOL
- Increase retention with best in class service
- Deliver catastrophic support on short notice

## FNOL

First Notice of Loss

## GLASS

Competitive Pricing / Audit / Invoicing / Payment



**6M** calls

Handled annually

**650** highly trained

representatives across  
6 sites

**80%** of calls

Answered in 20 seconds  
or less

**99.5%+** uptime

24x7x365 service

LYNX FNOL team of skilled agents run FNOL intake at lower cost than in-house and with higher customer satisfaction.



## Our technology

LYNX Services has built a solid and reliable technological infrastructure designed to provide you with seamless, dependable customer interactions. Telephony and IT structures combined with our AI powered solutions help move your claims several steps forward within minutes of the first contact.

At LYNX, we employ unique staffing strategies and leverage our telephony platform to deliver high levels of call center performance, where 80% of the calls are answered within 20 seconds or less.



## Our facilities

Through our global state-of-the-art, large-scale customer contact centers, we manage more than 6 million calls per year, with more than a million in FNOL calls alone. Multiple disaster recovery data centers and an off-site primary data center ensure comprehensive operational redundancy, while on-site generators guarantee uninterrupted service and support.



## Our services

The LYNX scope of FNOL claims:

- Auto Physical Damage
- Auto Glass
- Commercial Property
- Personal Property
- General Liability
- Workers' Compensation
- Catastrophe Servicing

