Credgenics

CredInsure

Digitizing Insurance Renewals Engagements

CredInsure empowers insurance companies to optimize and streamline their policy renewals, cross-sell, upsell and EMI collections. CredInsure leverages the unique AI-powered platform capabilities that automate and integrate the key steps in insurance policy renewal - customer approach, engagement, payments and document management.

With CredInsure, customer touchpoints across channels are personalized, integrated and smartly tracked—leading to higher persistency management, drop in lapse rates, and reduced cost of operations.

Key Features

01 Automated digital journeys for policy renewals, cross-sell, upsell and EMI collections

02 Pre-approved flexible workflows aligned with business needs

03 End-to-end processing - request creation, customer engagement, follow-ups and closures

04 Seamless integration with policy systems, call centers, and payment gateways

05 AI-based customer segmentation, targeting, speech analytics and real-time agent assist

06 Unified intelligence and data management across teams, branches, and vendors

07 Personalized nudges across digital touchpoints in 10+ languages

08 Real-time analytics on targets, persistency, and performance

Maximize Renewals. Reduce Costs. Transform Experiences

Digital Communications
Personalized communication with WhatsApp, SMS, RCS, email, and Videos in 10+ languages

DialNext Predictive Dialer
Predictive dialer based calling integrated with speech analytics and real-time agent assist

Swara GenAI Voicebot
Seamless, scalable and human-like customer engagement

AI for Propensity-to-pay Identification
AI based insights to identify priority customers and optimize strategies

Billzy Payments
Instant generation of payment links and use in communications

Document Management
Digital sharing of policy documents, reminders, and offers

ChatR WhatsApp
2-way WhatsApp chat for updates & documents

Workflow Automation
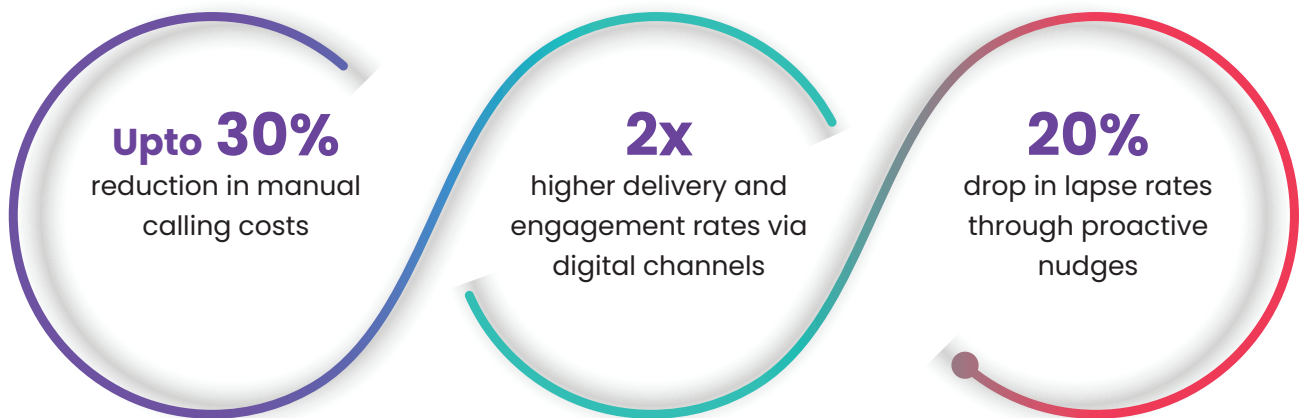Automated allocation / de-allocation and triggering of renewal actions

StarTrack Payout Management
Data-backed tracking of team performance and incentive payouts

Dashboards and Reports
Tracking key metrics and performance by geography, product, and channel.

Impact Delivered

Upto 30%
reduction in manual calling costs

2x
higher delivery and engagement rates via digital channels

20%
drop in lapse rates through proactive nudges

About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.

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