



CredInsure

Digitizing Insurance Renewals Engagements

CredInsure empowers insurance companies to optimize and streamline their policy renewals, cross-sell, upsell and monthly 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

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

01

Pre-approved flexible workflows aligned with business needs

02

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

03

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

04

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

05

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

06

Personalized nudges across digital touchpoints in 10+ languages

07

Real-time analytics on targets, persistency, and performance

08

Maximize Renewals. Reduce Costs. Transform Experiences

Digital Communications

Personalized communication with WhatsApp, SMS, RCS, email, and 10+ languages

Swara GenAI Voicebot

Human-like contextual conversations with real-time switch across 8+ languages and sharing payment links

CollectEngage GenAI Videos

Personalized, multilingual and interactive AI videos for benefit illustrations, nudges, and reminders

AI for Propensity-to-pay Identification

AI based insights to identify priority customers and optimize strategies

DialNext Predictive Dialer

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

Billzy Payments

Instant generation of payment links and use in communications

Workflow Automation

Automated allocation / de-allocation and triggering of renewal actions

Document Management

Digital sharing of policy documents, reminders, and offers

Dashboards and Reports

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

Mobile App for Field Operations:

Digitized field ops for policy management, payment collections, claims processing, agent tracking, visit scheduling

StarTrack Payout Management

Data-backed tracking of team performance and incentive payouts

Managed Services

End-to-end services including multichannel digital campaigns, voicebot and video campaigns, telecalling, and field visits

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

*Results aggregated from multiple customers.

About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs and Insurance companies 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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