

Why Insurers and Brokers need 100% call quality monitoring

The FCA requires Insurers & Lenders to oversee their Brokers effectively. This involves implementing robust monitoring and oversight from Insurers over Brokers.

In addition to this, Insurance Terms of Business Agreements (**TOBAs**) are also now impacted by the compliance requirements of the Consumer Duty, such as:

- Terms and conditions must be fair, transparent, and designed to benefit the customer.
- Terms are easy to understand, and customers are fully informed.
- Terms consider the potential impact on vulnerable customers, with appropriate measures taken to safeguard their interests.
- Terms align with the principles of fairness and ethical conduct.

Insurers and brokers now need to provide robust data and evidence to meet the ongoing compliance requirements of their TOBAs and the Consumer Duty.

"Monitoring must enable firms to identify where customers are experiencing poor outcomes, and where firms must take appropriate action to rectify the situation"

– **Financial Conduct Authority**



Voyc is an AI-powered conversation intelligence and call quality monitoring platform

We've already partnered with many UK Brokers to help them get peace of mind from having a full oversight of what their agents are saying & knowing that their customer interactions are compliant with the Consumer Duty.



"Consider Voyc as a proactive friend; a proactive quality check for a business... It will stop your quality challenges and stop errors."

– **Steve Leech,**
Managing Director, Assist Insurance Services



"We always tell our clients that our conversations are monitored by Voyc to help drive quality,"

– **Steve Bush,**
Chief Transformation & Technology Officer, Personal Group PLC

Voyc is impacting the UK insurance sector in four key areas:



Grow sales without needing to hire additional QA



Maximise renewals with cross- and up-sales



Improve agent knowledge and reduce hold time



Reduce lapses and clawback

What's more? Voyc helps firms to

- move from 1% to 100% of calls monitored for compliance and sales improvement;
- identify high risk customers and interactions;
- support vulnerable customers and demonstrate compliance;
- improve coaching and close training gaps;
- become known in the highly competitive insurance market for their best-in-class customer support.

Would you like to have a free consultation and a demonstration of Voyc's platform?

Contact us [here](#) or by phone: +44 2074 594384