

IPB Insurance Pothole App

DEDICATED
POTHOLE NUMBER
01 6396645

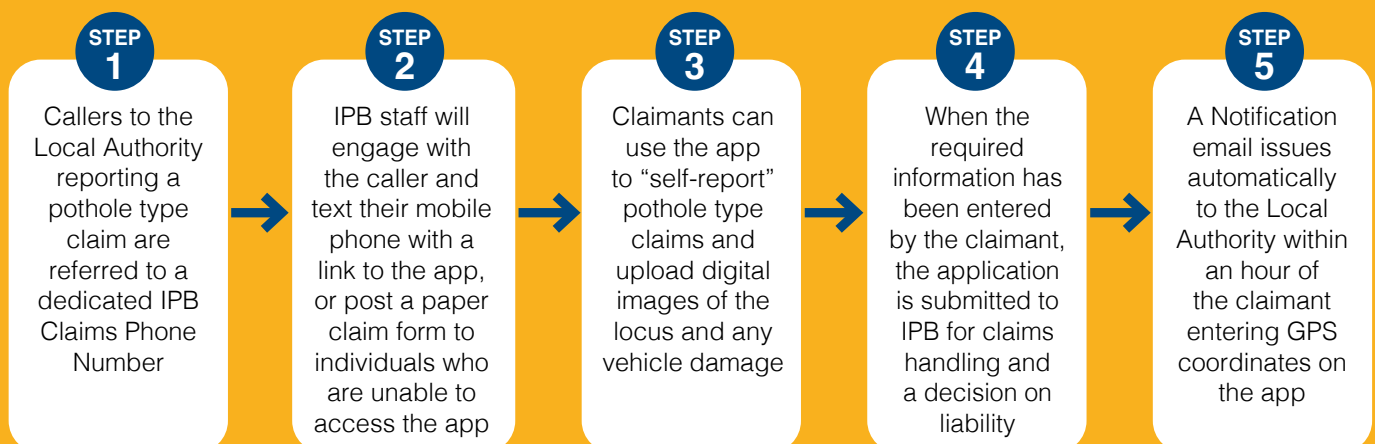
Introduction

As part of our drive for continuous improvement in claims processes, we are pleased to introduce the new IPB Pothole App. We understand that managing pothole claims can take up a significant amount of time for Local Authority Insurance Handlers and Customer Service Teams.

The Pothole App will significantly reduce the administration burden of managing pothole claims for Local Authority Insurance Handlers and Engineers. A recent analysis of pothole claim data revealed an average life-cycle of 126 days and as many as 16 touch-points between IPB and the Local Authority in the course of administering a single pothole claim. Given the low average value of pothole claims, this level of engagement is an inefficient use of resources.

This initiative has been developed in conjunction with a small group of Local Authority Members who have kindly contributed to the pilot project.

Pothole App Process



Next Steps – What We Need From You

1. Callers who initially make contact with your Customer Service Teams in person or by phone can be immediately directed to telephone IPB Insurance on 01 639 6645. This number is exclusively for pothole claims and the caller will be connected to one of 3 dedicated Pothole Claim Handlers.
2. Kindly confirm your preferred email address for receipt of **Notification** emails – presently the app is configured to issue automated notifications to a single email per Local Authority. The nominated email address can be changed at any time.

Member Support – We are here to help!

The Member & Client Relations team is available to answer any questions you have by phone or email. We will also be available for one-to-one workshops either virtually or in your offices.

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