

Customer Service Centre

The hotline to all-round service from the EXCON network in the case of a claim

Our customer support is the guarantee of trouble-free and transparent claims control and rapid damage limitation. With standardized, computer-aided processes, EXCON Insurance Services coordinates all incoming claim reports from the insurance and property sectors nationwide and around the clock.

Our staff are specially trained in the insurance and reconstruction industries, and can therefore provide professional assistance for your enquiries.

The EXCON Customer Service Centre based in Neu-Isenburg (near Frankfurt) provides you with personal service from the claim report through the rapid organizational involvement of our networks, prompt coordination with the claimant and any partners involved, issue of quotations, final invoicing and settlement. Our trained staff are also pleased to provide information on the status of the project concerned. With our digital workflow, we can retrieve the current status of all claim files in the system for our clients at any time.

A call to our free service number 0800 - 8 123 321 will suffice.

We would also be pleased to implement direct claims hotlines for telephone support to your customers, e.g. for accumulated losses or for emergency assistance.

Our services at a glance:

- Immediate registration of the claim
- Direct involvement of the relevant network partner
- Communication with claimants and customers, insurers, brokers and property managers
- Services for immediate response and emergencies
- Efficient coordination and monitoring of necessary remediation work
- Maintenance of the individual service levels
- Transparent documentation / logbook
- Involvement of firms already working for the client (on request)
- Central, free 24 hour service number 0800 - 8 123 321
- Implementation of individual service desks if required

Service quality and the efficiency of the network partners are supported and enhanced by the standardized administration workflows within the Customer Service Centre.

We regard the existing high level of satisfaction of all parties involved in claims as confirmation of a job well done. Our focus is on the claimant and our insurance partner, no matter where they are located and what services are required. Accessible 24 hours a day, our Customer Service Centre is a single, transparent point of contact for communication with the EXCON network. We are familiar with our clients' individual requirements and know what has to be done.

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