



### Facts at a glance:

- Enhanced customer experience
- Easy to use
- Quick response
- Faster claims processing
- Assessors more efficient

*The efficiencies and cost savings are phenomenal.*

### **Craig Morrison**

CEO  
Southern Cross Travel Insurance

## Case Study - Online Claims System - Southern Cross Healthcare

**Adding value with a low cost, easy to use, claims system.**

### The Business

Southern Cross Travel Insurance (SCTI) is a leading online travel insurance provider offering a range of policies for New Zealanders travelling overseas for leisure or business, as well as cover options for international students and other visitors to New Zealand. SCTI has recently moved into the Australian online travel insurance market for leisure travellers.

### The Challenge

When SCTI decided to enter the fiercely competitive Australian travel insurance market they knew they needed to throw away the rule book. SCTI wanted to manage their fixed costs by not having to ship paper anywhere.

### The Solution

Converga developed an online claims system that allows SCTI customers to key-in claims information directly (rather than use traditional hand-written claim forms). Converga now processes and digitises all their information, ready to be viewed by SCTI assessors in New Zealand.

### The Outcome

SCTI has been able to move into the Australian market with a very low fixed cost base, saving as much as 65% of their assessing costs. "It's gone brilliantly... and it's happened in a very short timeframe," says Craig Morrison, CEO of SCTI.

The success has enabled SCTI to bring forward the planned New Zealand roll-out. "What we originally built for Australia has now got much, much bigger," says Mr Morrison.