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JONCKERS' INTELLIGENT APPROACH TO MULTILINGUAL TRAVEL CLAIMS ENSURES FAST CUSTOMER RESPONSE

138 CERTIFIED LINGUISTS

+88,000 DOCUMENTS PROCESSED IN 2020

HIGHLY-SECURE PROCESS

GLOBAL PARTNERSHIP SINCE 2015

LINGUISTIC SERVICES REQUIRED BY AN INSURANCE COMPANY

The services offered by an insurance company are incredibly comprehensive. From home and car insurance to savings and investments, life insurance, health care, or travel insurance, everything important in our lives can be insured. However, simply adding more services is not enough for an insurance company looking to expand. For your company to grow exponentially, you need to go global and extend your services to as many countries as possible.

It's not easy to break down language barries when trying to increase your presence in new markets and new countries. That's why it's key to build up a solid partnership with a reliable language services company such as Jonckers. Thanks to Jonckers' cutting-edge technology, combined with our 26 years of translation expertise, you can trust that **your business is in good hands.** You can grow your business globally through an intelligent translation outsourcing model. This ensures your in-house experts stay focused on their roles, whilst they are empowered to communicate with a global customer base.

"It is exhilarating to satisfy the linguistic needs of a multinational Insurance Company. Their multiple translation requirements demand innovative workflows unique to the localization industry. Our teams need to think outside of the box to create linguistic processes customized to their core requirements. Additionally, our workflows must ensure data security, delivery in challenging turnaround times, and leave no room for errors."

Program Manager at Jonckers

INTELLIGENT WORKFLOWS THAT ENSURE LOW COSTS AND FAST TURNAROUND TIMES

Since 2015, Jonckers has created and perfected a linguistic workflow that satisfies three of the main requirements when dealing with global insurance claims: to work fast, on budget, and ensure data privacy and GDPR compliance.

Customers' healthcare insurance claims are covered by this particular insurance company's travel insurance policy. However, even if this company uses English as its lingua franca, many of its customers will naturally travel abroad. What happens when a customer needs to claim payment for a service covered by their travel insurance but the documentation they need to present is in a different language?

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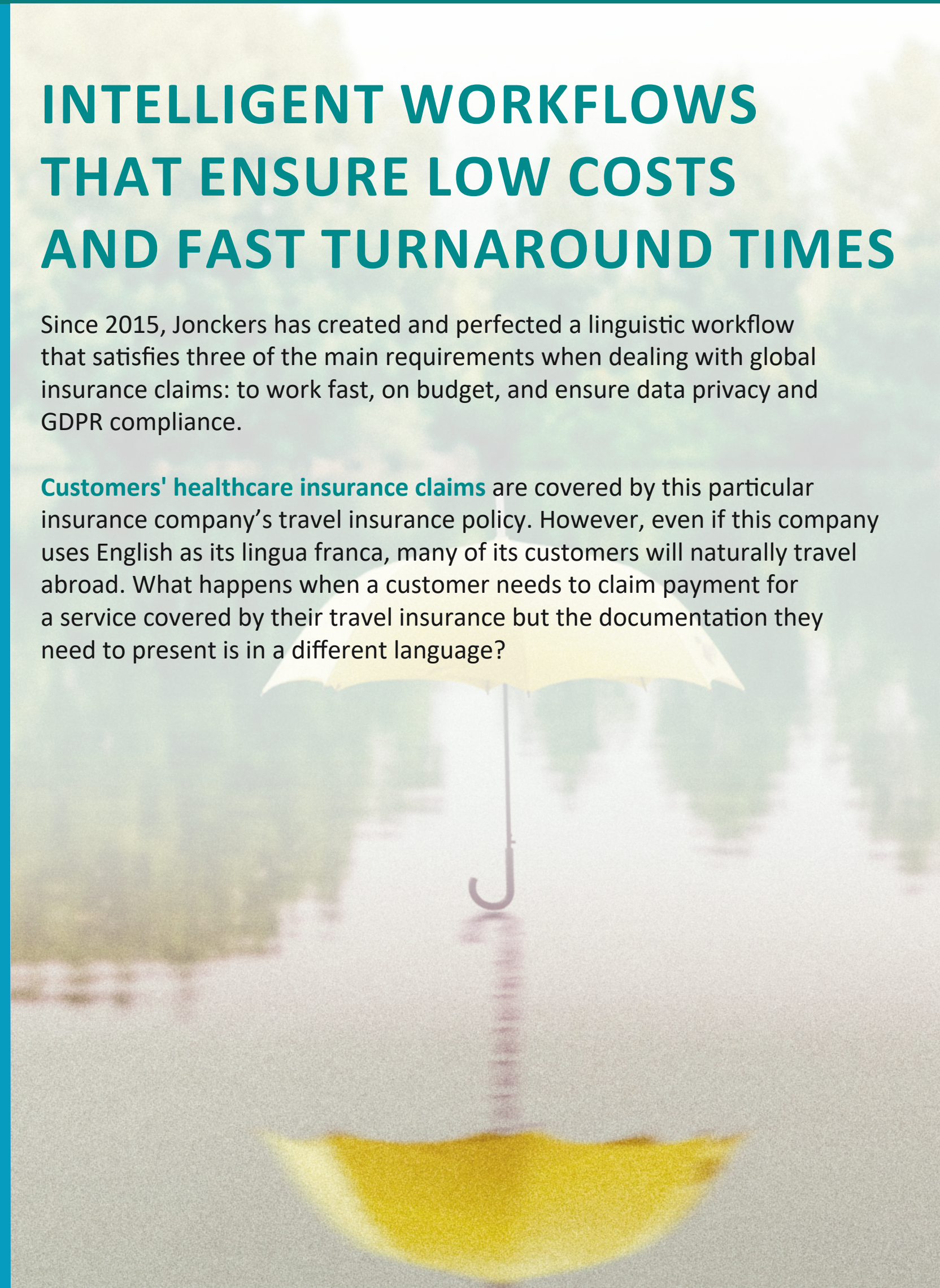
THE INSURANCE COMPANY'S CHALLENGES

Imagine you require health care or medical attention while traveling abroad. With limited resources available, you might use your phone to, send a copy of the medical report and invoice to your insurance company in order to claim your money back. The problem is, these documents are written in the language of the country you're visiting. Jonckers quickly translates the required information into English and sends this to the relevant person in the insurance company, so that they can make an informed decision and proceed with the claim.

Jonckers works with documentation related to customer claims every day. These documents come from 55 different source languages and the insurance company always needs the final information in English. We receive an average of 300 files per day, and most of these files need to be returned that same day. The size of these files varies between 1 and 10 pages long.

If that wasn't challenging enough, Jonckers normally receives these files as a scanned PDF or even as a picture taken on a phone. Due to the delicate nature of the document content, data privacy and security are the focus of our attention, as these files contain personal information such as names, addresses, and bank accounts.

55 LANGUAGES

GDPR-COMPLIANT

4 HOUR AVERAGE TURNAROUND TIMES

PERSONAL AND SENSITIVE INFORMATION

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TRUSTED POOL OF GLOBAL LINGUISTS

EXTRA SECURE WORKING ENVIRONMENT

COMBINE TRANSLATION WITH INTELLIGENT SUMMARIES

## 300 SCANNED DOCUMENTS PER DAY

HOW JONCKERS HELPS

Most of the files we receive relating to customer claims come in PDF, JPEG, or PNG format. However, it's not possible to edit these format types. The first step in our workflow is therefore to convert our average of 300 files per day into editable PDFs.

Once the files are ready, we store them in Jonckers' secure servers which have very restricted access. The linguists do not receive any files via email. Instead, they need to access them by **logging into our secure server with their unique, personal code,** where they only have access to the files they need to work on.

Our linguists are required to provide a summary in English, gathering together all the relevant information that the insurance company employee needs to consider when dealing with a customer's claim. Over the years, Jonckers has created a guide for linguists to help them understand what information should be flagged – for example, if the service was paid for already or is pending payment; if it was paid by credit card or bank transfer; what was the issue, etc. They must also include sticky notes in the original document pointing out this crucial information, so that it's easy to find.

By intelligently combining translation into a summary, we reduce the time and expense for both ourselves and the client. We provide them with the information that matters, rather than a full translation, which would include significant volumes of irrelevant information that they would need to sift through.
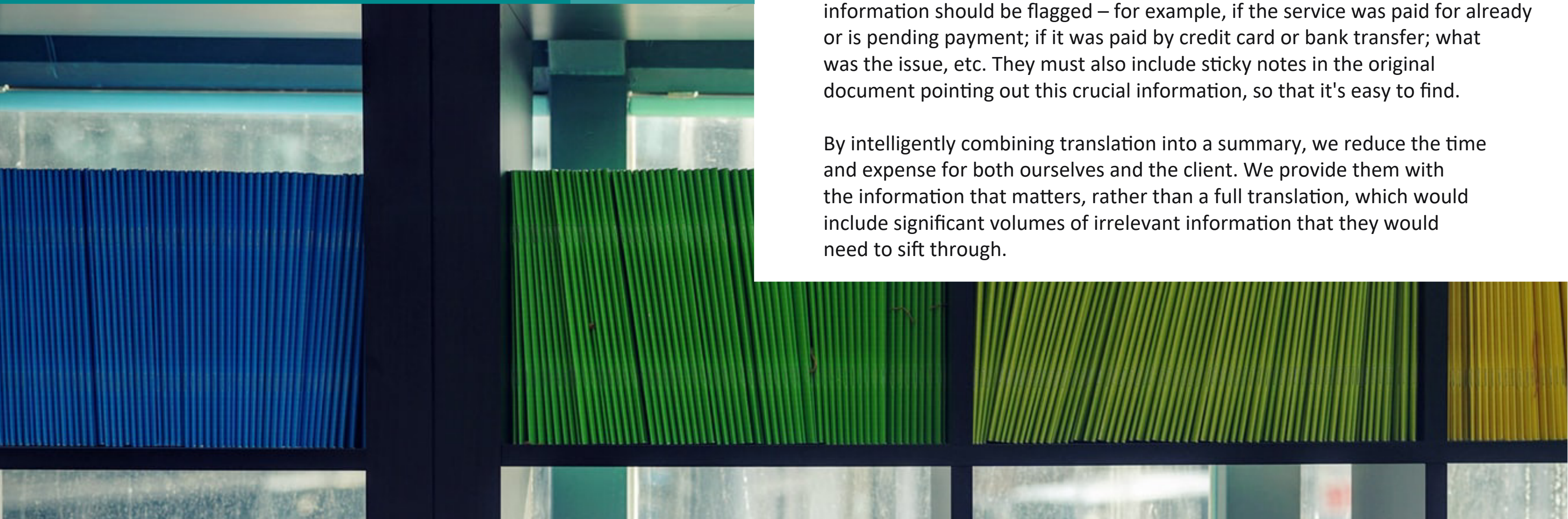
DISCOVER
WORDSONLINE
BY JONCKERS

The digital world has more content than ever. Yet a marketer's reach is always restricted by the reach of their language engagement and their budgets. But what if you could be in all markets, at the same time? Most translations use a tedious, manual step-by-step process, which is disconnected, time-consuming, and relatively expensive. With over 25 years of experience in language services, Jonckers has developed an AI cloud platform called WordsOnline. WordsOnline uses a continuous publishing and localization approach that is fully automated, data-driven, and with a fully integrated language community.

WordsOnline is the end-to-end localization platform that combines Neural Machine Translation technology with an AI-empowered translation community to provide control, transparency, and scalability. **Go global faster and on budget.**

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THE RESULTS

Once the summarized file - including the sticky notes - has been sent back to the customer, Jonckers deletes it from our secure storage environment long before the GDPR timeframe expires. This workflow was created to ensure that all files are opened within an **extra-secure working environment** due to the sensitive and confidential data included.

Following this workflow, in 2020 alone **Jonckers successfully processed almost 90,000 files** for this insurance company. The vast majority of those files (70,000 documents) were delivered back to the customer in just 4 hours; the biggest files needed just a couple of days. This success rate was only possible thanks to the semi-automated workflow created to fit this client's needs.

Jonckers is characterized by great teamwork and its consultative and innovative approach, which increases our customer satisfaction. As the client needs to reduce the turnaround time in responding to their end customers, we've developed this unique sticky-note approach. By providing intelligent human summaries which point out the key information needed to process the insurance claim, we reduce any unnecessary translation effort and speed up our client's time spent processing the claim. Helping the hapless holidaymaker recover their costs faster and more efficiently.