

PCMI | LIVE WEBINARS

# AUTOMATING GAP CLAIMS

Starts @ 11AM CST



[pcmicorp.com/about/leadership](https://pcmicorp.com/about/leadership)

HOSTS: MARK, GREG, CORINNE @ PCMI

GUEST: LORI ARCE @ JM&A GROUP

# MARK NAGELVOORT

PRESIDENT & CEO

[mark.nagelvoort@pcmicorp.com](mailto:mark.nagelvoort@pcmicorp.com)

- 30+ years of industry experience
- Founded PCMI in 2012





# GREG KASPRZYCKI

CHIEF OPERATING OFFICER

[greg.kasprzycki@pcmicorp.com](mailto:greg.kasprzycki@pcmicorp.com)

- Spent his career working alongside Mark
- Responsible for the strategy and execution of our product roadmap





# CORINNE ECKERT

PRODUCT OWNER - CLAIMS

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[corinne.eckert@pcmicorp.com](mailto:corinne.eckert@pcmicorp.com)

- Directly worked with JM&A on the GAP portal
- Our claims expert





# LORI ARCE

DIRECTOR, CUSTOMER SERVICES

[lori.arce@jmagroup.com](mailto:lori.arce@jmagroup.com)



A long-time member of the JM&A Group team, with 19 years of experience in various capacities. In her current role as Director of Claims & Customer Service, her responsibilities spread across multiple areas, including GAP Claims & Customer Service, Mechanical Claims Payment, and Tier 1 Customer Service.



# INNOVATION PARTNER

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Shaping the future  
of the industry








Those that want to go beyond the roadmap —  
they want to help create it.

These partners are:

- insightful
- driven
- constantly looking forward





-  Open Sales Platform
-  F&I Reporting
-  Policy Administration
-  Claims Administration
-  Risk Management
-  Performance Reporting
-  Reinsurance
-  Notifications (Coming Soon!)

# AGENDA



MARK



LORI

## 1. JM&A's Experience

- Legacy Process
- Portal Goals
- Main Benefits
- Customer Feedback



GREG



CORINNE

## 2. Portal Demo

## 3. Q&A



# JM&A'S LEGACY PROCESS



Long processing time  
for a GAP claim

+



Low visibility and  
limited status updates  
for consumer

+



Limited communication  
channels

+



Use of third-party  
vendors

# JM&A PORTAL GOALS

- Convert from legacy to SaaS
- Data Security
- 24/7 Self-service
- Transparency in the claim process
- Dynamic and electronic communications
- Faster processing times
- Electronic payments



# JM&A'S MAIN BENEFITS

24/7 Self service  
available for  
consumers and  
lenders



More efficient  
processing of  
claims



Streamlined  
communication  
between lenders  
and consumers



# JM&A'S CUSTOMER FEEDBACK



Troy



08/24/2020

Great customer service and the lady handling my claim was very helpful and nice!



John M



08/29/2020

This entire process was very simple. I had no need to call anyone. they processed my claim within a month and paid the entire amount still owed.(over \$5,000) All of my paperwork was easy to submit. I would recommend JM & A Group to any person seeking GAP insurance.





# PORTAL DEMO



# Q&A SESSION



# WANT TO LEARN MORE?

**SCHEDULE A DEMO**

[pcmicorp.com/request-demo](http://pcmicorp.com/request-demo)



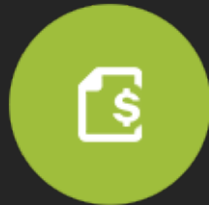
OPEN SALES  
PLATFORM



F&I REPORTING



POLICY  
ADMINISTRATION



CLAIMS  
ADMINISTRATION



RISK  
MANAGEMENT



PERFORMANCE  
REPORTING



REINSURANCE



NOTIFICATIONS  
(Coming Soon!)