



momentum insure

boosts collections and retention

THE CHALLENGE

Momentum Insure required an interactive solution to improve premium collections, overall customer experience and customer retention.

HOW WE HELPED

FCB.ai developed a conversational AI retention and recovery solution which guides customers through an AI-powered conversation to help resolve any account issues and manage unpaid premiums for the month.

The solution can be accessed through personalised SMSs and emails from the insurance provider, which customers can engage with when it is most convenient for them, 24/7.

INTEGRATIONS

