



Groupama uses signNow to get insurance claims seamlessly signed, sent, and saved

Groupama Rhône-Alpes Auvergne is a mutual insurance, banking, and financial services group. Groupama has streamlined their document workflows across their 13 million members and customers by using signNow to collect signatures in-person and remotely. Once signed, insurance claims are immediately routed for processing, safely stored in the cloud, and a copy is automatically sent to clients.

Key challenges before using signNow:

- ✗ Claim completion was time-consuming and difficult to track
- ✗ Poor customer experience with delays in receiving claim copies
- ✗ Archiving was manual, requiring photocopying and scanning

Results achieved with signNow:



Claims, such as climate disaster claims, were resolved 55% faster and easy to track with the Audit Trail



Improved customer experience with immediate copies after signing, reducing complaints by 40%



Increased productivity with reusable templates, role-based signing, and required fields on digital documents



Automated document archiving while maintaining strict security and compliance requirements



Groupama
la vraie vie s'assure ici



With signNow, claim files can be signed on the spot, are instantly secured and saved, and the client also receives a copy via email. We are then able to take the digital signed claims and seamlessly process them into our workflow.

Philippe Vayssac
CIO Groupama

