

EVENT CENTER FOR INSURERS



To compete in today's financial services environment, organizations must look for opportunities to rapidly respond with expert support to critical and time-sensitive events. So when unexpected projects occur that require additional resources for a finite period of time, how do you efficiently handle it while still maintaining a positive customer experience? DST's Event Center assists clients with experienced support for critical and time-sensitive events, such as regulatory communications, distributions, and class action settlements.

With nearly 25 years of financial services event experience, DST professionals can handle both the planning and execution of these projects, allowing you to focus on your clients and growing your business.

Comprehensive Solutions Across The Financial Services Industry

Our Event Center represents an unwavering commitment to the financial services industry, taking on specific projects and allowing you to return to what is most important to you: business as usual. In addition to our management of insurance industry projects, we have successfully managed complex events in the following areas: retirement, brokerage, mutual funds, and corporate actions across multiple industries.

A Custom Service Solution

The DST Event Center offers a flexible staffing model, able to accommodate varying event profiles. We can quickly volume match our staffing to your project – large or small. And we design a custom plan of action that accommodates your event's unique needs, helping to improve operational efficiency and increase cost savings. Services include:

- Call Center Services – Inbound/Outbound
- Data Entry
- Distribution and Cash Management Services
- Event Center Systems and Web Solutions
- Print Mail Services
- Project Management/Consultation
- Reporting and Attestations
- Transaction Processing

Our customer care representatives are highly trained within the insurance market, providing clients with consistent, accurate information. By handling the event calls, our Event Center staff helps limit any impact to your service staff, while still providing the level of customer service your clients have come to value.



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Past Events Experience

- Administrative System Upgrades and Migrations
- Back-end Scanning
- Beneficiary Validations
- Demutualization Support
- High Volume Processing and Call Support
- Inbound/Outbound Call Campaigns and Outreach to Reinforce Calls to Action
- Notification and Response Management
- E-Consent Solicitation
- Paying Agent Services
- Payment Distribution
- Pension Terminations and Modifications
- Regulatory and Class Action Settlement Administration Services
- Return Mail Address Changes
- Rights Offerings, Subscriptions
- Tender Offers

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