EXECUTIVE BUSINESS CASE · INSURANCE

The cost of inaction in insurance

Silent renewal lapses and slow claims are churn and cost you can't see on a dashboard — until the book shrinks.

70%	~$25	8–15%	~40%
Shift lost to idle	Per connected call	Connect ceiling	CRM decay / year

The status quo is not free

The retention team can only call a fraction of renewing policies; the long tail lapses silently. Claims and service calls back up, and lead leakage compounds every quarter you wait.

What one quarter of waiting costs

Hidden cost	What it means in insurance
Silent renewals	Policies lapse because nobody had time to call them.
Claims backlog	Service and claims calls wait, straining CSAT.
Lead leakage	Inbound quote interest goes unhandled after hours.
Linear headcount	Covering the book means hiring, not automating.

What automating unlocks

Teams that close the gap see −90% cost per qualified lead, 5× meeting volume, and 30–40% connect rates vs 8–15% manual — with ROI in 60–90 days.

The decision

Finn closes the gap between your system of record and your system of action as a usage-based line item — payback under six months. Waiting isn't free; it's the swivel-chair tax, paid another quarter.

Build the insurance business case — book a demo at www.hirefinn.ai/bookademo

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