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Health Insurance Innovations Forges Partnership with CallMiner to Provide Improved Quality Assurance, Customer Experience

TAMPA, Fla., Feb. 02, 2017 (GLOBE NEWSWIRE) -- Health Insurance Innovations, Inc. (NASDAQ:HIIQ), a leading developer of affordable web-based individual health insurance plans and ancillary products, and CallMiner, a proud provider of scalable speech analytics solutions with 14 years of industry leadership and over 2 billion hours of conversations mined, announced their newly formed partnership today. This partnership will provide quality assurance and will improve agent performance while ensuring rigorous adherence to compliance guidelines.

With its strong commitment to providing customers with unparalleled service, HII looks forward to this partnership. The solutions it delivers will serve to reinforce that commitment and to build consumer and regulatory confidence. CallMiner's unrivaled reputation in the industry and its ability to deliver sensible quality assurance solutions cemented this new collaborative effort.

"At HII, we are committed to providing the best service to our customers and the insurance carriers we work with, and to continue improving our market-leading compliance processes," says Gavin Southwell, CEO for HII. "To help do this, we searched for a responsive partner that could support us flexibly and efficiently. We are pleased to partner with CallMiner to implement an automated call review tool," Southwell continues.

Existing in a highly regulated industry and maintaining partnerships with licensed and carrier appointed insurance agents across the nation involves a network of processes and guidelines that necessitates such a responsive partner. That network requires solutions that allow HII to verify and to ensure quality assurance with each purchase. CallMiner's cloud-based analytics platform and its ability to gather key business intelligence by listening to customer interactions will serve as ideal tools to allow HII to improve its customer experience.

"We are excited to partner with HII and provide a tool that automates the quality assurance process and reveals actionable insights to improve the customer experience for the carrier-appointed insurance agents that they work with," says CallMiner CEO Terry Leahy. "We share a common commitment to continuous improvement and superior customer service. We look forward to working together and partnering for success," Leahy concludes.

About Health Insurance Innovations

Health Insurance Innovations, Inc. is a leading developer and administrator of affordable, web-based individual health insurance plans and ancillary products. HII integrates its third-generation experience, diverse range of products, and its cloud-based proprietary technology platform, establishing the business as a member of the vanguard of managing underwriters, third-party administrators, and active insurance technology companies.

As pioneers of the "quote, buy, and print" model of online insurance sales, HII has simplified the application process via direct electronic communication with carriers, enabling licensed agents to provide savvy consumers with convenient access to insurance products and lifestyle benefits backed by the best-in-class carriers with whom HII has nurtured long-standing relationships.

HII values the lessons learned from the public whose interests they serve, and their experience shapes the innovative products and services they will continue to create for today, tomorrow, and beyond.

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About Call Miner

[CallMiner](#) believes that resolution is the fundamental driver of positive customer experiences. When contact center agents and others responsible for customer engagement are empowered by insight and feedback in real-time, they can dramatically improve the rate of positive outcomes. With the tagline "Listen to Your Customers, Improve Your Business" our

goal is to help companies automate the overwhelming process of extracting insight from phone calls, chats, emails and social media to dramatically improve customer service and sales, reduce the cost of service delivery, mitigate risk, and identify areas for process and product improvement. Highlighted by multiple customer achievement awards, including six Speech Technology implementation awards in the past four years, CallMiner has consistently ranked number one in customer satisfaction, including surveys conducted by DMG Consulting and Ovum.

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