



Sending Insurance Documents From The Field

DeBruyne Insurance Agency uses PDFfiller to complete insurance documents from anywhere.

WHO?

DeBruyne Insurance Agency provides coverage for over 150 business accounts and 200 personalized accounts in the mid-west. Focusing on property and casualty insurance, DeBryne is an independent insurer providing personalized service and “we’re licensed and ready to do everything,” said Ed DeBruyne, the company’s founder and president.

DeBryne is an independent insurance agency; rather than working for a bigger insurance company, they focus on serving their clients. They pride themselves on their “old fashioned” approach to business, focusing on customer service and expertise in the industry. The company has two offices and employs four people across locations in Illinois and Wisconsin.



*DeBryne Insurance Agency
is located at the corner of
5th and Main Street
in St. Charles, IL*

THE PROBLEM

DeBruyne travels all over the Illinois and Wisconsin working in the field with his clients. “The problem came into the mix for me where I work off site and I need a way to fill in the Acord forms [the insurance applications],” said DeBruyne.

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DeBruyne’s work takes him to remote corners of rural states far from computers and the office. Sometimes, clients will need insurance documents immediately, even on the weekends when nobody is in the office. “I was off site and I needed documents filled out,” said DeBruyne. “When I’m off site, I don’t have access to the AMS [Agency Management System],” meaning he can’t complete the required forms.



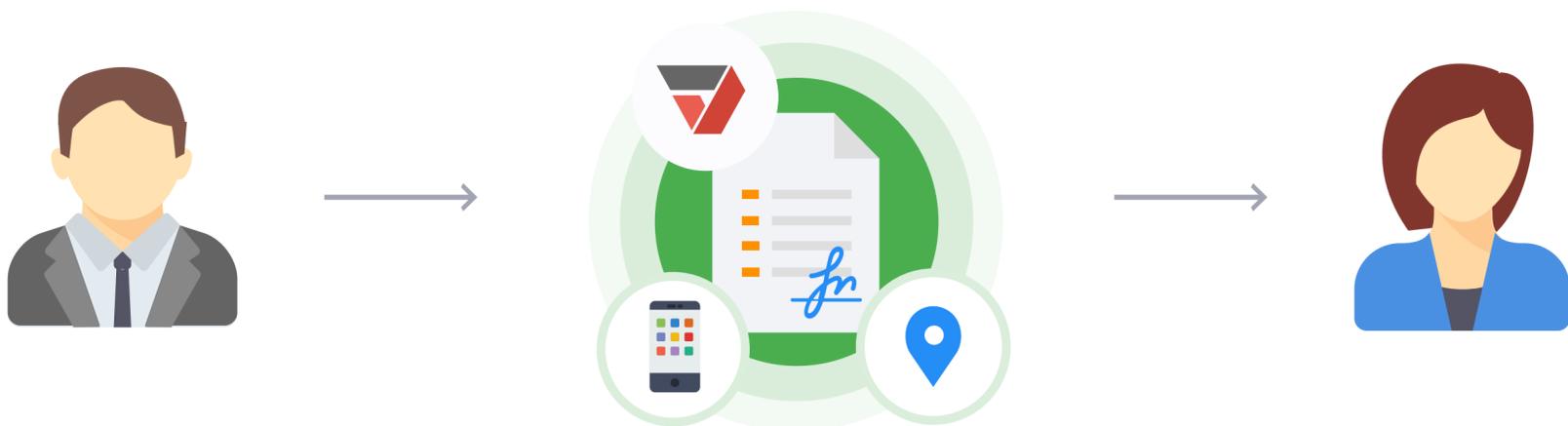
“Waiting until somebody got in the office... was not ideal. I had to do something different. I would get a call on Saturday afternoon when I’m away from both [offices]. One of my contractors says ‘I need a certificate of insurance for work on Sunday morning...’ but here it is at three o’clock in the afternoon, there’s no way anybody is getting into the office to type that certificate out. So that was why I started with PDFfiller to begin with,” said DeBruyne.

DeBruyne Insurance Agency needed a solution that could work anywhere, at anytime, and completely remotely. DeBruyne found PDFfiller.

THE SOLUTION



There were two factors that contributed to DeBruyne's decision to integrate PDFfiller into his company's workflow: "the only thing I considered was ease of use and speed of use," he said. Making sure documents could get from the worksite to the main office and vice versa immediately and easily was his priority. Now DeBruyne has been using it for a couple of years "pretty much daily."



With PDFfiller, DeBruyne and DeBryne Insurance Agency can fill out forms completely remotely -- anywhere from the busy streets of Chicago to the lush fields and bucolic countryside of rural Wisconsin.

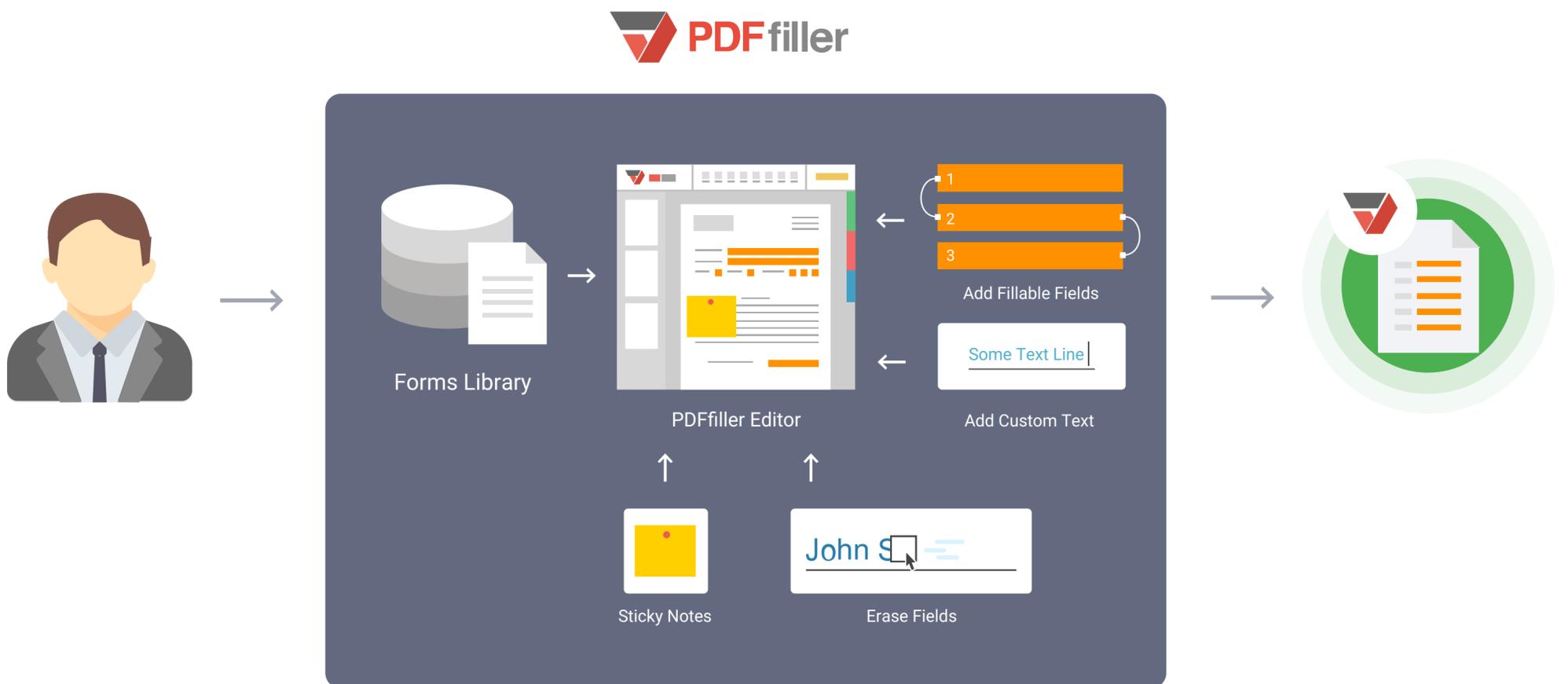


The process is easy: "[With PDFfiller], I can find any Acord form in the world – I put it into the system and type it out." Using PDFfiller's proprietary drag and drop wizard, DeBruyne can make his paper documents digital and fillable. Once saved as a fillable template in his PDFfiller account, the forms are easy to access and complete from anywhere, at any time, and on any internet-connected device. From there, DeBruyne is just a click away from completion – after he fills out a form, it can be transmitted directly "either to the client, the certificate holder, or both," right from DeBruyne's digital device.

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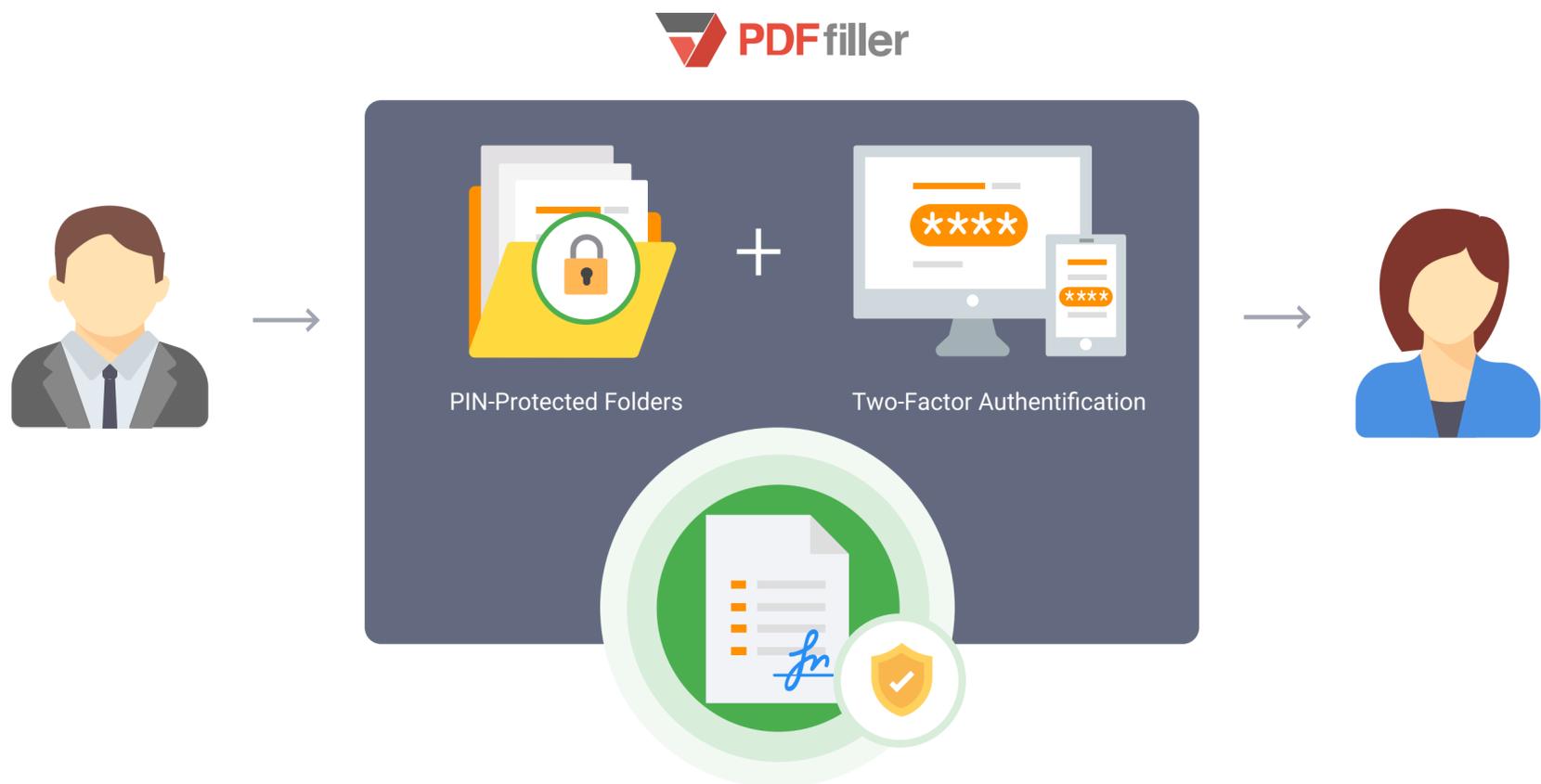
“[Time saving] is impossible to measure because before I found PDFfiller, I would handwrite things out and then I’d have to go back to Illinois and type it into the actual forms. This way, boom, I’m one and done, I touch it once and it’s over with. I can email my staff in Illinois, ‘Hey print this out and put it into their file or type it into the AMS system.’ It’s really impossible to measure the amount of time it saves,” said DeBruyne.



While PDFfiller enables him to complete documents electronically, it also enables DeBruyne to edit them online, creating customized solutions for his clients wherever he might be. Whether he needs to add or erase a specific field, highlight or redact important information, or even place a sticky note as a memo to one of the office’s other employees, PDFfiller provides a **complete digital document editing platform** to ensure DeBryne Insurance Agency’s can create professional-looking documents for any situation.



Because he is transmitting important and sensitive documents and storing them, DeBruyne was forced to consider their **security**. It was, “**absolutely**”, a **critical factor** in his decision making process, DeBruyne said. A combination of remote storage, redundant backups, high-grade physical security, combined with PDFfiller’s proprietary online security features like two-factor authentication and PIN-protected folders, mean that DeBruyne can be sure that his **documents are always completely secure**.



CONCLUSION

DeBruyne “absolutely” recommends PDFfiller as a digital document management solution because, in the field, he and the DeBruyne Insurance Agency can count on it to edit, send, and add signatures to documents. PDFfiller saves DeBruyne time and energy, allowing them to generate more business through a digital document management platform that is faster and easier than a paper-based solution. PDFfiller makes it easy to do business wherever you are and is available whenever you need it.