

Agencies

▶ **Providing the Highest Possible
Quality of Service**

▶ **Mitigation of Climate Change**

Providing the Highest Possible Quality of Service

Agency Services

Partnerships

Sompo Japan Nipponkoa supports its agencies to improve their qualities of customer services offering insurance products and services and conducting necessary procedures such as consulting services for a settlement in the event of an accident.

They are working to upgrade agency service levels to ensure that agencies can provide appropriate advice and services to the full satisfaction of our customers. They offer various training opportunities where they can learn about the latest findings and information and further develop skills in the areas of compliance, product knowledge, sales, accident response, and legal and tax affairs. They also provide agencies with management assistance.



Training session to enhance agency service quality

Agency Support System

Partnerships

- Training Program

While Sompo Japan Nipponkoa provides regular group education and training to improve the quality of agency services, its branches and sales offices organize independent, high-quality training sessions that

cater to the specific needs of individual agencies.

Each area has specially-assigned personnel with skills to further promote effective agency work and compliance who provide tailored consulting on agency management and operational supervision.

- Improving Consulting Capabilities

Sompo Japan Nipponkoa offers agencies a paperless system capable of executing the entire insurance transaction process, from policy explanations to the conclusion of contracts, without requiring even a signature or seal. This system can be run on personal computers as well as on tablet computers to enhance customer convenience. The system also has business management functionality that helps agencies improve management efficiency.

- Agency Trainee System

Sompo Japan Nipponkoa has implemented the agency trainee system to foster insurance professionals. Under this system, an employee hired as a total life advisor is provided with various training programs on management and insurance canvassing. Sompo Japan Nipponkoa Insurance Services provides more practical education programs by combining group training and on-the-job training to target specific needs.

- Ensuring Service Quality

Sompo Japan Nipponkoa has stipulated action standards for agency reliability to specify basic action guidelines for agencies related to canvassing, managing policies, and processing insurance claims. The standards were developed based on our analysis of customer feedback and customer satisfaction survey results.



Tablet computers used to introduce products

Mitigation of Climate Change

Cooperation with Agencies to Reduce Environmental Impact

Partnerships

Cooperating with its agencies nationwide, Sompo Japan Nipponkoa is working to reduce environmental impacts throughout the entire value chain through continuous awareness raising and organizational promotion of environmental protection initiatives in communities.

AIR Autoclub, the company's nationwide association of auto repair shop insurance agencies, provides support including assistance for the agencies to acquire ISO 14001 and Eco-Action 21 certifications by introducing environmental management systems, and offers a recycled parts search system to encourage the repair shops to use recycled parts. The voluntary chain group, known as Air e-Shop 21, is making progress in reducing CO2 emissions, and in fiscal year 2016 achieved a reduction of about 180tons. Meanwhile, the national pro agencies' organization, JSA Chukakukai, in partnership with the AIR Autoclub, is promoting green procurement using an Internet-based centralized purchasing system. The organizations have a combined membership of 4,400 registered members (as of March 2018).

Through social contribution activities rooted at the local level, the agency organizations are acting as points for information dissemination and spreading our efforts to customers nationwide.



リサイクル部品を使うと地球が喜ぶ!!

リサイクル部品を使った場合、新品部品と比べ販売店に届くまでの工程が減り、CO₂を削減できます。

例えばフロントアの場合

ステップ	新品部品を使った場合	リサイクル部品を使った場合
1	海外の鉱山で鉄鉱石を採掘	削減できるCO ₂ はなんと約100kg!
2	船で日本まで運搬	100kgのCO ₂ はブナの木5本が1年間に吸収する量と同じ
3	製鉄所で鉄(鋼鉄)を製造	リサイクル部品の環境に悪いだけでなく、新品部品に比べてもリサイクルが詳しくはスタッフにおたずね下さい!
4	運搬	1 必要に応じて検修、洗浄
5	自動車製造工場でドアに加工	2 運搬
6	運搬	3 販売店
7	販売店	

エアショップ21についての詳細は、こちらへ <http://www.alreshop21.jp/>

ISO14001環境取得 | 加盟店 | ISO 14001 | JSA JAB CM99