

Future Generali enables phone premium payments

Future Generali, the insurance joint venture between India's Future Group and Generali of Italy, has teamed up with Atom Technologies to offer an IVR-based premium payment and renewal facility. The policyholders can make payments over the phone with the help of their credit cards. To avail of this service, policyholders need to contact the insurer's call centre and speak to the customer service representative, who will initiate the three-way conference call between customer, atom and himself. Subsequently, the IVR will prompt the customer to enter credit card details on the phone's keypad, and read out the successful authorisation upon completion of the transaction.