

CUSTOMER FAQ'S

Q. Why did Opta and Precise Services integrate solutions and how will this benefit its customers?

As part of the SCM Group of Companies, Opta and Precise Services (former sister company Risk Management Services 'RMS') have combined their wealth of data, analytical power and field expertise to provide you with a streamlined experience that is truly national in scope. With the addition of Opta Precise Services, we've enhanced our suite of solutions to deliver more value for you in the ongoing digital transformation of the P&C industry

Q. Will service levels change? Will my existing point of contact change?

Opta is committed to driving transformation through innovation by providing our customers with a single point of contact to deliver services ranging from loss control to complete portfolio analysis. This integration was driven by our desire to improve the customer experience by providing more streamlined, comprehensive solutions and services that are truly national in scope to meet your ever-changing needs.

Q. Will the leadership of the business change?

Greg McCutcheon will continue to serve as President of Opta Information Intelligence, along with Colin Smith, Senior Vice-President Operations for Opta Information Intelligence and Enzo Ginevro, Senior Vice-President National Operations for Precise Services.

Q. Will the terms and conditions of my existing contract with RMS change?

Although RMS has undergone a name change to Opta Precise Services, there will be no changes made to existing contracts unless your organization has internal governance that requires an addendum to your contract. Please contact your Sales Representative for more details or if you require changes to your contract.

Q. Will the platform that I am using today change or have upgrades in the future?

Your existing platform will remain the same for the time being. As we enhance our technological capabilities, further information will be provided.

Q. How will our Inspection reports and invoicing change?

Your Inspection reports and billing will remain the same however the branding will reflect our new name, Opta Precise Services.

Q. Will pricing be impacted?

Any changes to pricing will be discussed with all parties. If you have specific questions about pricing, please speak directly to your Sales Representative.

Q. Do we need to let our Accounting Department know about the name change?

A memo will be provided to all Accounts Payable contacts with information about our name change.

Q. Who do I contact if I have additional questions?

Please reach out to your Sales Representative or send your inquiry to info@optaintel.ca