

Streamline the End-to-end Agentic Insurance Journey with NewgenONE



Deliver Intelligence, Precision, and Personalization Across the Insurance Lifecycle

From underwriting to claim adjudication to retention, NewgenONE empowers insurers with four specialized AI agents. Underwriting Assistant, Early Claim Probability, Claim Adjudicator and Policy Retention Engine work together to automate key actions, anticipate risks, accelerate resolutions and personalize customer engagement across the insurance lifecycle.

For Underwriters



- Prioritizes high risk and high value submissions
- Summarizes documents and extracts underwriting data

For Claims Managers



- Provides real time insights for triage and fraud reduction
- Evaluates policies before FNOL for proactive engagement

For Claim Adjudicators



- Extracts key facts and legal insights from documents
- Offers contextual summarization and smart search

For Policy Management Teams



- Generates compliant documents using templates and brand assets
- Enables upsell, cross-sell, and retention for at-risk policyholders

Boost Operational Intelligence Across Every Insurance Function

NewgenONE AI Agents Purpose-built for Insurance



Underwriting Assistant

Precision Underwriting. Real-time Decisions.

- ▶ Triage submissions, scores risk, and analyzes documents
- ▶ Improves underwriting accuracy and reduces time to bind



Early Claim Probability Agent

Detect Faster. Intervene Smarter.

- ▶ Predicts claim likelihood at underwriting using risk indicators
- ▶ Flags high-risk cases early for accurate decisioning



Claim Adjudication Agent

Simplify complexity. Speed up resolution.

- ▶ Extracts key insights from claim documents
- ▶ Delivers faster, more consistent decisions with clarity



Policy Retention Engine

Know Who's at Risk. Act Before They Leave.

- ▶ Engage at-risk policyholders through personalized and data backed outreach
- ▶ Recommend timely retention strategies to keep valuable customers loyal

Newgen - A ‘Leader’ in The Forrester Wave™: Content Platforms, Q1 2025

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native process automation, content services, customer engagement, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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