

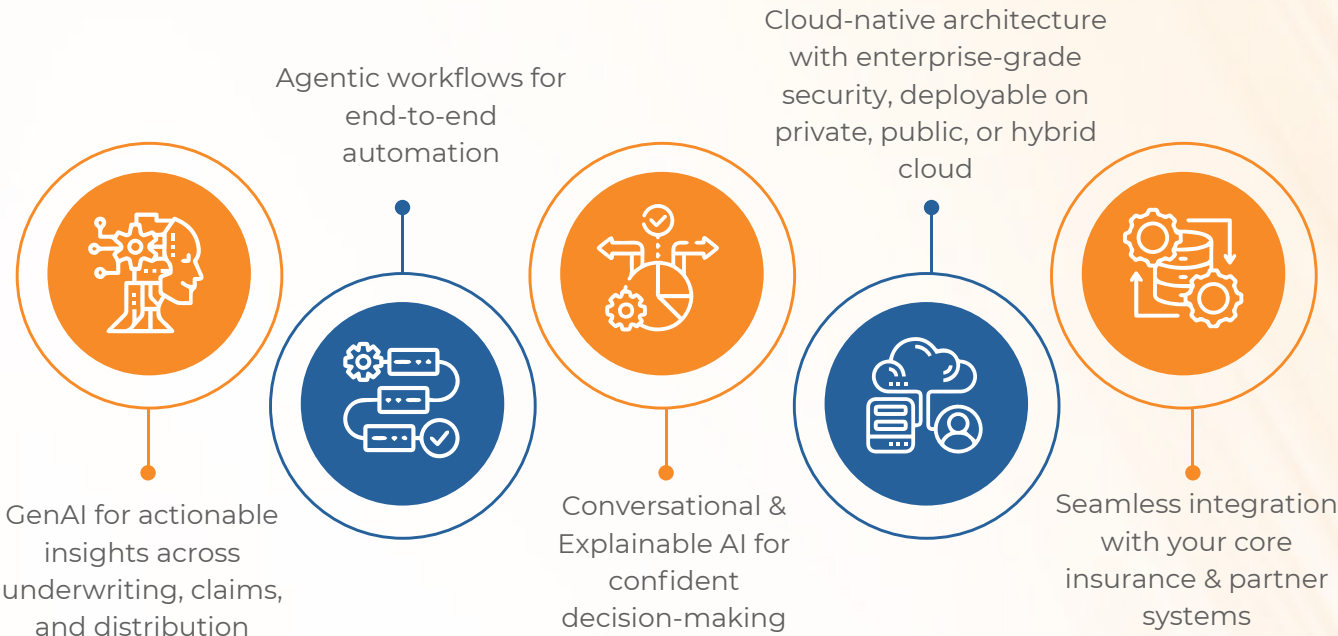
Newgen’s AI Agents for Insurers



Transform Insurance Journeys with Precision, Speed, and Intelligence

Automate underwriting, claims, and policy servicing with **purpose-built AI Agents** that deliver agility, compliance, and personalized engagement across life, health, general, and motor insurance. The Agents, built on **NewgenONE**, our AI-first low-code platform, together with agentic customer journeys and built-in AI models, streamline operations and elevate efficiency across insurance functions.

SMARTER. FASTER. AGENTIC. What powers NewgenONE AI Agents?



MEASURABLE IMPACT FOR REAL RESULTS Experience automation across the policy lifecycle

KPI	Improvement
Underwriting Turnaround Time	↓ 60%
Agent Onboarding Time	↓ 40%
Policy Issuance Time	↓ 70%
CSAT Score	↑ 60%
Cost per Policy Issuance	↓ 20%
SLA Compliance	↑ 25%
STP Rate	↑ 25%
Policy Renewal Rate	↑ 15%

Agentic Journeys for Every Insurance Function



Underwriting

- ▶ Predictive Claim Probability
- ▶ Advanced Mortality Risk Scoring
- ▶ Conversational AI with Explainability
- ▶ Human-in-the-loop Decisioning
- ▶ Dynamic Risk Modeling

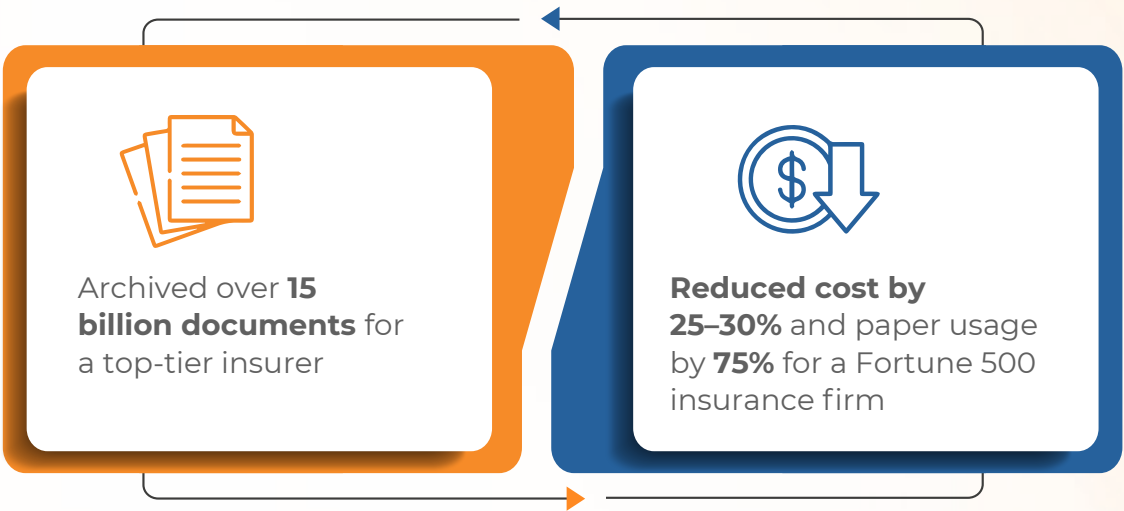
Policy Servicing

- ▶ Churn Prediction & Retention Enablement
- ▶ Cross-selling Opportunity Identification
- ▶ Conversational Advisor Assistants
- ▶ Visual AI for CLV and Engagement Models

Claims Management

- ▶ Smart FNOL Triage & Auto-adjudication
- ▶ Real-time Fraud Detection
- ▶ Crash & Damage Assessment Models
- ▶ Predictive Claims Reserving
- ▶ Surveyor Requirements Prediction

Proven Success for Global Insurers



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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