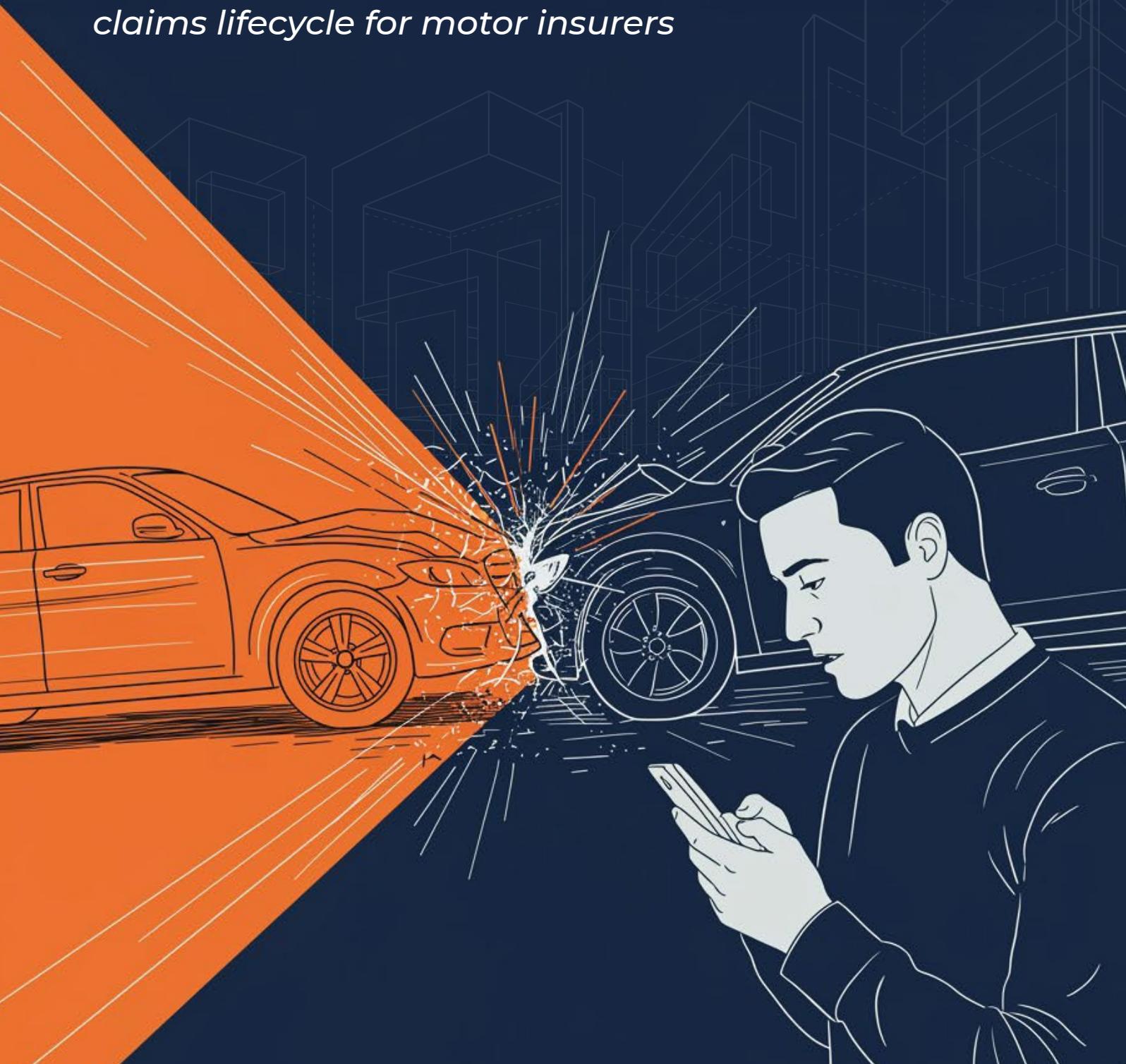


Newgen's AI-powered Claims Automation Solution for Motor Insurance

*Automate the end-to-end
claims lifecycle for motor insurers*



Overview

In a world of automatic vehicles, relying on manual processes for motor insurance will make you a relic. As policyholders expect end-to-end digital journeys, proactive real-time updates, and on-the-spot resolution of claims, it's crucial for motor insurers to stay relevant and updated. While insurers still face challenges in efficiently managing and expediting the motor claims process, it is a brilliant opportunity to veer swiftly in the right direction and increase customer retention.

With Newgen's **AI-first Claims Automation Solution** for motor insurance, carriers can streamline the entire claims lifecycle and achieve operational efficiency, all while maintaining a connection with the policyholders.

Unveiling the Challenges

- **Resource-intensive Processing:** Inefficient manual processing makes it difficult to manage a high volume of claims
- **Inadequate Automation:** The lack of automation tools results in the inability to update processes and meet regulatory requirements
- **Excessive Human Dependency:** Frequent manual intervention causes high operational costs and risk of errors
- **Limited Data Analysis:** Inadequate data analysis compromises informed decision-making, hindering accurate claims assessment and increases susceptibility to fraud
- **Siloed Systems:** Delayed response and fragmented processes cause customer dissatisfaction



Newgen's Claims Automation Solution for **Motor Insurance**

Newgen's Claims Automation Solution redefines the motor insurance journey, powered by agentic AI that proactively drives the process from claim initiation to settlement. It delivers touchless resolutions for straight-through cases and unifies front-end and back-office functions, delivering comprehensive customer journeys.

Automation Capabilities Throughout the **Motor Claims Journey**

Claim Initiation

- Multi-channel claim initiation through customer portals, email, WhatsApp, kiosks, mobile apps, branch walk-ins, and third-party portals
- Agentic AI-driven damage assessment with repair cost estimation and case classification for straight-through processing (STP) or non-STP (NSTP)
- Seamless integration with regional databases, including transport, police, and insurance systems, for instant data retrieval
- Agentic AI-based user validation through policy/vehicle registration numbers and unique IDs, and guided incident reporting with document uploads

Agentic AI for Claim Initiation

Capturing
Claimant
Data

STP &
Non-STP
Classification

Damage
Assessment
for Repair
Cost
Estimation

Claims Registration

- Automated validation checks run by agentic AI for missing documents, duplicate claims, blacklist entries, and fraud detection
- Smart allocation of repairers and surveyors based on vehicle type, location, and customer preference
- Flexible settlement options like cash settlements or direct repair for own damage (OD), theft, and fire claims

Repairer & Surveyor Allocation

- Digital tools for repairers to provide detailed cost estimates and update unforeseen expenses
- Performance tracking of repairers and surveyors with comparative cost grids for quick approvals
- Efficient salvage management, including towing requests and customer decisions

Claim Recovery & Settlement

- Automated claim settlement via integrated payment systems
- Streamlined claim recoveries with automated reminders and external agency support



Integration Features in the Claim Journey

Our solution harnesses advanced artificial intelligence (AI) and optical character recognition (OCR) to automate key aspects of the claims process, including document verification and damage assessment, ensuring precise claim payouts. The solution is integrated with regional platforms such as government and police databases, banks, as well as payment systems for seamless and quick transactions.

Real-time data synchronization across these integrations, coupled with intuitive dashboards and customer feedback surveys, enhances decision-making and overall service quality throughout the claims journey.

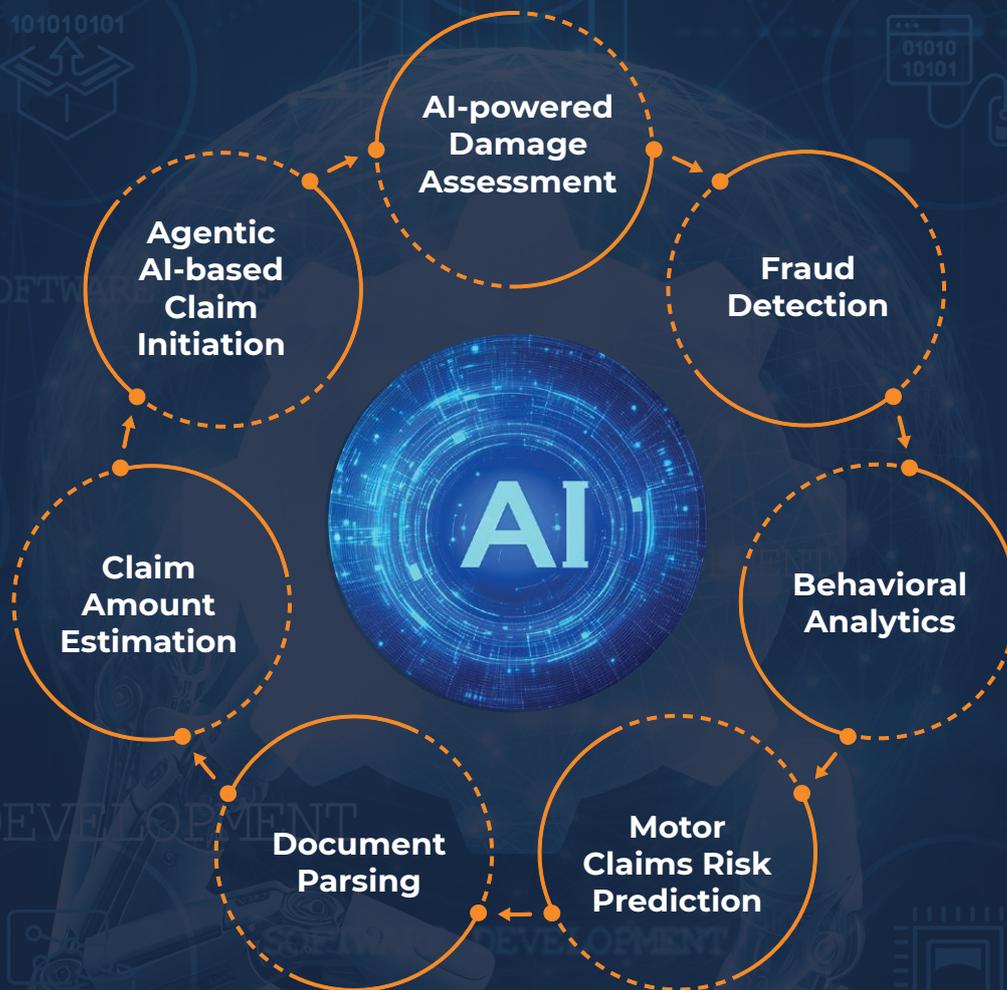


NewgenONE Journey Enablers

Beyond core motor claims processing, the NewgenONE low-code platform integrates advanced journey enablers to collectively enhance transparency, operational efficiency, and customer satisfaction.

AI Modeling

AI-powered damage assessment analyzes vehicle images, detects the damage, and estimates the repair cost. Telematics-driven data collection facilitates instant claim initiation, while AI agents identify anomalies in claim data and flag suspicious claims for review. Additionally, AI-driven chatbots and voice tools provide guided incident reporting for seamless customer interaction.



Document Management

A scalable web-based Document Management System (DMS) enables secure content storage, retrieval, and routing with inbuilt workflow capabilities, such as access control and audit trails. AI-driven automation generates damage and theft reports, streamlining documentation.

Real-time Communication

The communication module provides real-time updates and interactions using customizable templates via messaging platforms and email. It includes automated stage-specific messaging for claim submissions, repair approvals, and settlements. A comprehensive communication history ensures an audit trail, while task notifications prompt surveyors and repairers for timely action.

Claims Operations Management

Claims routing and case assignment based on AI-powered prioritization enhances workflow efficiency. Simplified user creation and group management allow seamless role allocation, while real-time analytics and dashboards provide insights into performance, bottlenecks, and decision-making.

Automated Reporting

Newgen's Claims Automation Solution for motor insurance offers a range of reports to optimize claims processing, detect fraud, and deliver critical insights across the claim lifecycle. These reports enable insurers to monitor claim status, financial performance, and operational efficiency, empowering informed decision-making and faster claim resolution.

Type of Reports



Why Choose Newgen's Claims Automation Solution for Motor Insurance

Smarter Monitoring

- Gain transparency by tracking transactions with real-time audit tools
- Improve coordination with surveyors, field agents, and partners

Enhanced Service Quality

- Enhanced repairer and surveyor efficiency with AI-driven tools
- Improved first-time resolution rate by 20% with real-time damage assessments and document sharing

Improved Compliance

- Safeguard sensitive customer data with multi-layered security
- Simplify audits with secure storage, encryption, and retrieval

Risk Mitigation

- Detect and prevent fraudulent motor claims in real time, doubling the detection rate to minimize losses and ensure fair payouts
- Ensure accurate repair cost predictions with automated damage assessments

Superior Customer Experience

- Enhance customer trust by sharing real-time notifications on claim status
- Leverage predictive analytics to accelerate claims processing and improve customer retention by 30%

Scalable Operations

- Improve scalability with a microservices architecture
- Increase straight-through-processing of claims by 40% to speed-up disbursement and reduce policyholder wait times
- Manage a higher number of interactions using customizable templates

Multi-channel Communication

- Enable coordination across departments by providing users with regular progress updates
- Deliver a seamless and consistent experience across all touchpoints with omnichannel notifications



About Newgen

Newgen is a leading provider of an AI-enabled unified digital transformation platform with native process automation, content services, and communication management 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 and service requests to lending and underwriting, and various other use cases across industries, Newgen unlocks simple with speed and agility.

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