

Current state

The claims experience is hindered by sequential processing of tasks, rekeying / recording of additional data over multiple systems, off-system claims handling activities and a lack of transparency in the process.

Electronic first notification of loss (eFNOL)



Policyholder notifies claim to broker, the broker creates the claim attaching supporting documents and submits to ECF for the Lead Insurer to review from their workflow tool

Investigation

Policy matching and verification, manual claim triaging and routing



The Lead Insurer reviews, assesses complexity, coverage and quantum and approves while triaging to any other agreement party (depending on complexity)

Agreement



System records the final agreement to the transaction from all claims agreement parties, this will include all off-system activity and adjustments

Digital processing



Process checks are carried out by DXC who create the market messages with central settlement moving funds from the insurer to the broker for onward payment to policyholder / expert

Target state

Data will be comprehensive and handoffs will be automated with triaging, completing processing transactions in seconds and minutes rather than weeks

Electronic first notification of loss (eFNOL)



Policyholder (as appropriate), broker or expert submits notification of loss and supporting documents via portal or API

Investigation

Policy matching and verification



Automatic matching against placement CDR to identify policy and claims agreement parties, enabling automated verification / coverage checks to be carried out

Investigation

Dynamic routing



Claim is triaged through rules engine with claim tasks created and dynamic routing to the relevant market participants

Agreement

Collaboration and agreement



Collaborate via API and solution tools with ability to track claim status, parallel and simultaneous participant responses submitted for actionable tasks

Digital processing

Settlement and claims payment



Central settlement move funds from insurer to broker or faster direct claim / fee settlements from insurer to beneficiary / third party