



useful techno logies:



**CLAIM
INSPECTIONS**

WELL MANAGED INSPECTIONS ARE CRUCIAL FOR CLAIM SETTLEMENT

Inspections of damaged objects play a key role in claim settlement, one of the most critical processes undertaken by insurance companies. Thanks to PosAm's inspection solution, the automation and digitization of this process will ensure a thorough control and acceleration of this process for the insurance company by up to tens of percentage points. Along with the simplification of the entire process, this change positively influences both the satisfaction of insurers and the effectiveness of the insurance company.

WHEN SPEED AND SIMPLICITY MATTERS

Up to 76% of clients consider the claim settlement rate to be a key parameter for choosing their insurance company, and up to 72% of clients consider the settlement process to be complicated and stressful.

In practice, using traditional methods, it is often problematic or almost impossible to ensure faster and easier settlement. It is because of complicated processes, a low control level and the lack of timeliness of data, or archaic ways of delivering printed documents. It leads to the insurers' dissatisfaction, reputational risks to the insurance company, as well as unnecessary costs.

INSPECTIONS UNDER CONTROL

The PosAm solution for inspection management automates and digitizes this process and ensures its thorough control. One system for asset and vehicle loss inspections, used both by internal experts and external partners, significantly simplifies development, maintenance and training, and reduces the insurance company's costs.

Thanks to controlled inspection assignment, it is possible to arrange inspections almost immediately, often on the day when the claim is reported. The system implements precise rules into the communication with the external partners of an insurance company and speeds up those parts of the process that were previously out of the insurance company's control - repairs of damaged objects.

The whole process from the inspection to the settlement is completely paperless, as all data are entered only in digital form, including the client's signature. Thanks to the available and permanently updated data, it is possible to arrange claim payments for insured persons within minutes.

NON-TRIVIAL BENEFITS FOR BOTH THE CUSTOMER AND THE INSURANCE COMPANY

All the required data will be entered directly into the system during the inspection, the necessary documentation will be entered, the price of the repair will be calculated and the inspection protocol will be signed by the client electronically. Everything will be on site during the inspection.

The loss or repair costs are determined on the basis of the entered price lists of accepted partners. A cost adequacy review is not necessary and the customer has this important information immediately available. Repairs can be approved even in less than 2 hours.

A quick, trouble-free and transparent process contributes to client satisfaction, shortens repair duration, and completes the whole claim quickly. In addition, it is completely paperless.

ALL DOCUMENTS ARE IMMEDIATELY AVAILABLE

The system actively manages the entire inspection process. The scope of data and documents is adapted to the type of the claim or partner type. During the inspection, all necessary data is uploaded directly to the system. It is possible to use it in both online

and offline modes and can easily provide inspections also in regions without any Internet connection.

The inspection documents are automatically sent to the contractor, who then repairs the damaged objects. They can enter any changes into the system, and the changes are continuously verified. At the moment when the claim is settled (loss adjusted), all necessary supporting documents are available together with the invoice. So, it is not a problem to prepare the payment and cover sheet. All this is performed automatically, without any need for client intervention.

A MULTI-PLATFORM SOLUTION WITH SIMPLE INTEGRATION

The system is adapted to various types of technology, from computers and tablets to mobile phones.

The solution can be integrated into any system for claim settlement, or to other basic insurance systems and all major calculation systems. Integration is possible at the database level or using web services (Web-Services). It is possible to start a routine system operation within a few months of signing the contract.

SAFETY AT THE HIGHEST LEVEL

Controlled access to information ensures a high level of security. A hierarchical approach duplicates contractually agreed relationships with external partners. Individual

employees (both external and internal) can only deal with their assigned inspections. Managers can also control and coordinate the work of their subordinates. All data is transmitted in a safe manner.

RAPID RETURN ON INVESTMENT

Inspections with precisely controlled workflow increase productivity and dramatically reduce the average costs per inspection from tens to a single EUR. The controlled inspection processes and the subsequent repairs of damaged objects shorten the settlement time, and not only in those processes where the insurance company is an administrator. That is why it is possible to expect a return on investment as early as within one year.

SIGNIFICANT IMPROVEMENT OF THE ENTIRE SETTLEMENT PROCESS

From the PosAm system for inspections, the efficient management of the process of inspections and repairs of damaged objects are arranged. The insurance company will obtain the function of central management of inspections and external partners, as well as effective tools for measuring the performance of internal experts. The approval process will be placed under control and the transparency of calculations will be significantly improved. Workflow unification is ensured independently of external partners' calculation systems.

LONG-TERM EXPERT KNOWLEDGE AND UNIQUE COMPETENCIES

PosAm has 15 years of experience in the development, implementation and operation of insurance systems. Our expert team includes experts with many years of experience in insurance. Thanks to combinations of domain and technological knowledge, we have unique competencies in the field of insurance products sales, claims settlement and fraud detection.



HIGH QUALITY SINGLEPOINT SERVICES

RIADENÁ, KONTROLOVANÁ, RÝCHLA,
TRANSPARENTNÁ, BEZPAPIEROVÁ

76%

OF CLIENTS CONSIDER THE CLAIM
SETTLEMENT TO BE THE MOST IMPORTANT

PARAMETER WHEN CHOOSING THEIR INSURANCE COMPANY

72%

OF CLIENTS CONSIDER THE PROCESS
OF CLAIM REPORTING AND
SETTLEMENT

TO BE COMPLICATED AND STRESSFUL

100%

PAPERLESS INSPECTIONS
of damaged objects



30%

REDUCTION IN PAYMENTS
FOR GLAZING
of vehicles

30%

% TIME SAVING IN
INSPECTIONS
and documentation transfer



20%

TIME SAVING IN CLAIMS
SETTLEMENT
thanks to claims segmentation

15%

INCREASE IN SETTLEMENT
EFFICIENCY thanks to the
liquidator allocation algorithm



CLAIM PAYMENTS
AVAILABLE EVEN WITHIN **3** minutes

PosAm

PosAm's goal is to deliver usefulness to customers through unique solutions based on potential of information technologies. The company is certified by ISO 9001:2008, ISO/IEC 20000-1:2011, ISO/IEC 27001:2005, OHSAS 18001:2007 and ISO 14001:2004. PosAm is the holder of the National Quality Award and as the first Slovak based company it was granted the award „Recognized for Excellence in Europe“ by the European Foundation of Quality Management (EFQM).

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