Verisk™

Automated Insurance Solutions (AIS) Use Case:

Pet Insurance

PetCare Insurers' customers were frustrated with their long claims process.

Customers often pay hefty upfront vet bills and then wait for as long as 60 days to receive reimbursements, leaving them out of pocket for extended periods.

On the other hand, PetCare Insurers struggled to reduce their claims lifecycles – collecting and analysing all the information needed to process a claim was a time-consuming and manual process.

By implementing AIS, they cut down claims lifecycles by 30%:

- Enabling customers to report claims via easily accessible QR code
- Digitally collecting receipts, vet letters and other documents

All of this was done using AIS's simple, no-code, drag and drop workflow builder that enables building bespoke, dynamic interactions with customers – so they can supply data at a time that suits them, ensuring the claim is kept moving even outside of office hours.

PetCare Insurers have significantly reduced turnaround times for claim resolutions, improved customer satisfaction by paying claims quicker, and increased operational efficiency for the insurer.

Find out how AIS can streamline your pet insurance claims process through intelligent automation.

Get in touch to discuss how AIS can benefit your business