Automated Insurance Solutions (AIS) Use Case:
Travel Insurance

Global Travels' policyholders struggled to file claims and supporting evidence whilst travelling.

Customers often have to make expensive international calls to their insurer and navigate time zone differences to catch them within working hours – all while likely being in a distressing situation in a foreign country,

With AIS, Global Travels transformed their claims process for their customers with:

- Digital claim reporting without international call costs
- Secure upload of evidence (photos/videos/statements) from anywhere
- 24/7 communication flexibility regardless of time zones
- Faster claims resolutions, as there's reduced manual admin for insurers

All of this was done using AIS's simple, no-code, drag and drop workflow builder that enables building bespoke, dynamic interactions with customers. Policyholders benefit from a seamless, stress-free experience, even when dealing with lost luggage, medical emergencies, or other travel-related incidents.

The insurer, in turn, can keep the claim moving even outside of office hours, reduce manual touchpoints and make informed decisions more efficiently, leading to improved customer satisfaction.

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

Get in touch to discuss how AIS can benefit your business