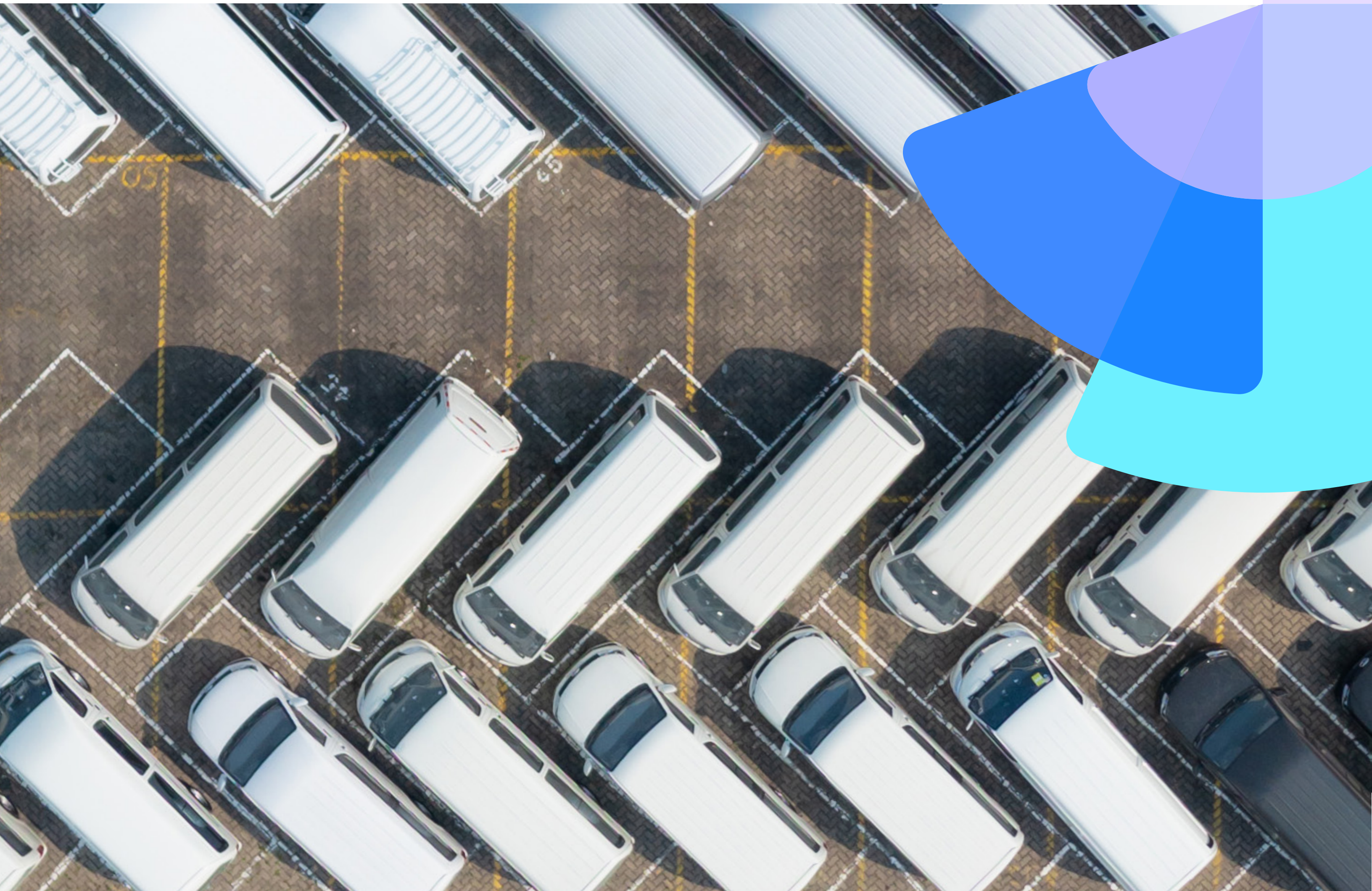
Verisk

When a Fleet Vehicle Goes Down, So Does Revenue

How Claims Coverage Identifier resolves fleet claims faster and flags fraud sooner



Fleet claims have a coverage problem—and the industry hasn't kept up

The commercial vehicle landscape has changed significantly in the past decade. Alongside traditional trucking fleets, claims adjusters now regularly encounter rideshare and gig-mobility drivers, rental fleets, government vehicles, and shared commercial assets—each with its own ownership structure, driver profile, and coverage arrangement.

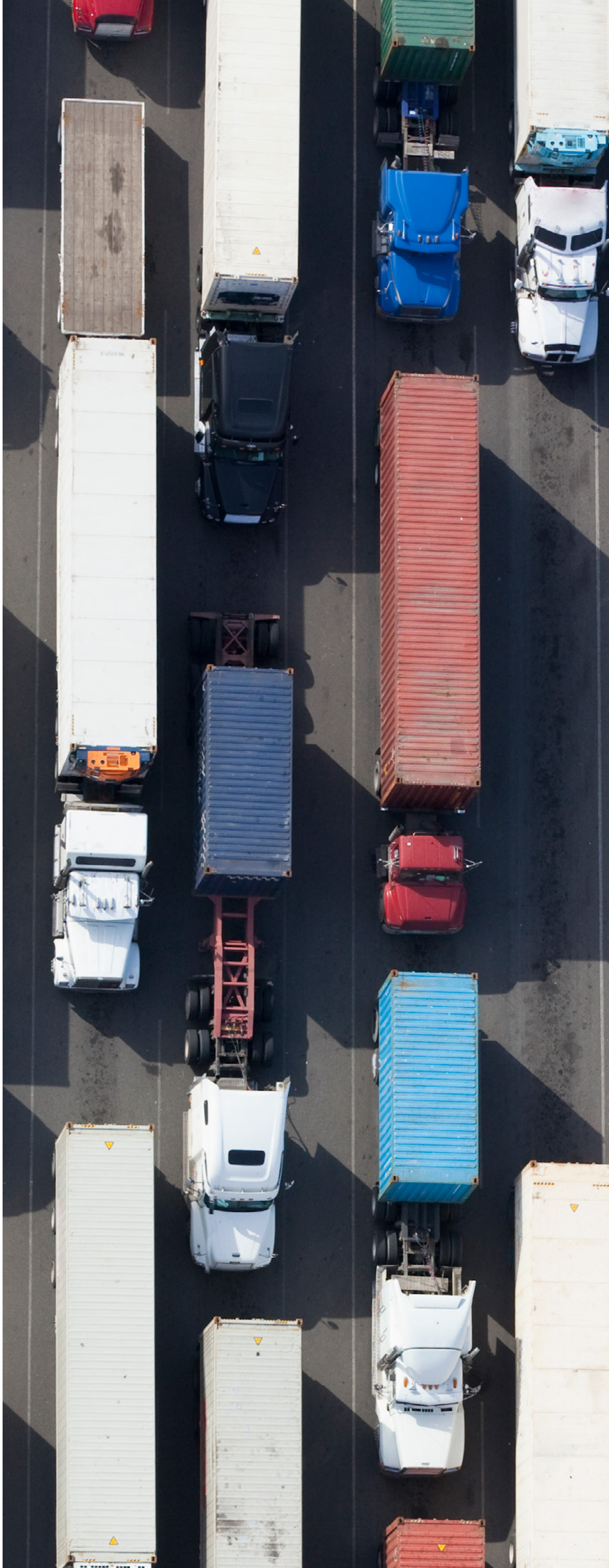
That complexity creates a structural problem at claim time. When the driver isn't the vehicle owner and policies span multiple carriers, identifying who covers what becomes a guessing game. Add undisclosed coverage, policy manipulation, stolen identities, and material misrepresentation, and the result is predictable: a worse combined loss ratio for your organization.

The commercial auto and fleet segment has historically lacked the same depth of industry-wide data infrastructure that supports personal auto claims. Adjusters routinely open a fleet claim at first notice of loss (FNOL) without the full picture. Decisions made with incomplete information lead to coverage gaps, missed subrogation opportunities, and fraud that goes undetected until it's already cost the carrier.

When coverage stays unresolved, the costs add up

A fleet operator can't simply swap out an 18-wheeler, taxi, or delivery van the way a personal-auto driver picks up a rental. When a high-utilization asset is out of service, the operator tracks that loss precisely—and when liability sits with another party, those costs come back to the responsible carrier through subrogation. The longer the coverage stays unresolved, the larger and more contested those figures become.

That makes the speed and accuracy of coverage identification a direct driver of cost. The faster you establish who covers what, the faster the claim moves to the right resolution, and the smaller the window for disputed costs, missed recoveries, and leakage to grow.



Coverage gaps and fraud: two sides of the same problem

Coverage ambiguity doesn't just slow claims down; it creates the conditions for fraud. When adjusters can't quickly establish who holds coverage and what policies are active on the date of loss, patterns that signal fraud are harder to see. Organized fraud schemes in commercial auto often depend on exactly this kind of uncertainty: multiple policies, layered coverage, and identity discrepancies that create confusion and delay.

The Coalition Against Insurance Fraud estimates that fraud costs the U.S. insurance industry more than $308 billion annually across all lines. Commercial auto is particularly exposed, given the high claim values involved, the complexity of ownership and coverage structures, and the volume of vehicles and policies that can be linked to a single claimant or network.

The most effective defense against fraud is a complete, accurate coverage picture at FNOL—before bad actors can exploit gaps, inconsistencies, or uncertainty. Get the full picture at first notice of loss, and you close the window fraud depends on.

One report. The full coverage picture. Starting at FNOL.

Claims Coverage Identifier (CCI) delivers a verified coverage picture at FNOL, bringing underwriting, ownership, and claims intelligence together in a single report. Here's how it closes the data gap for you:

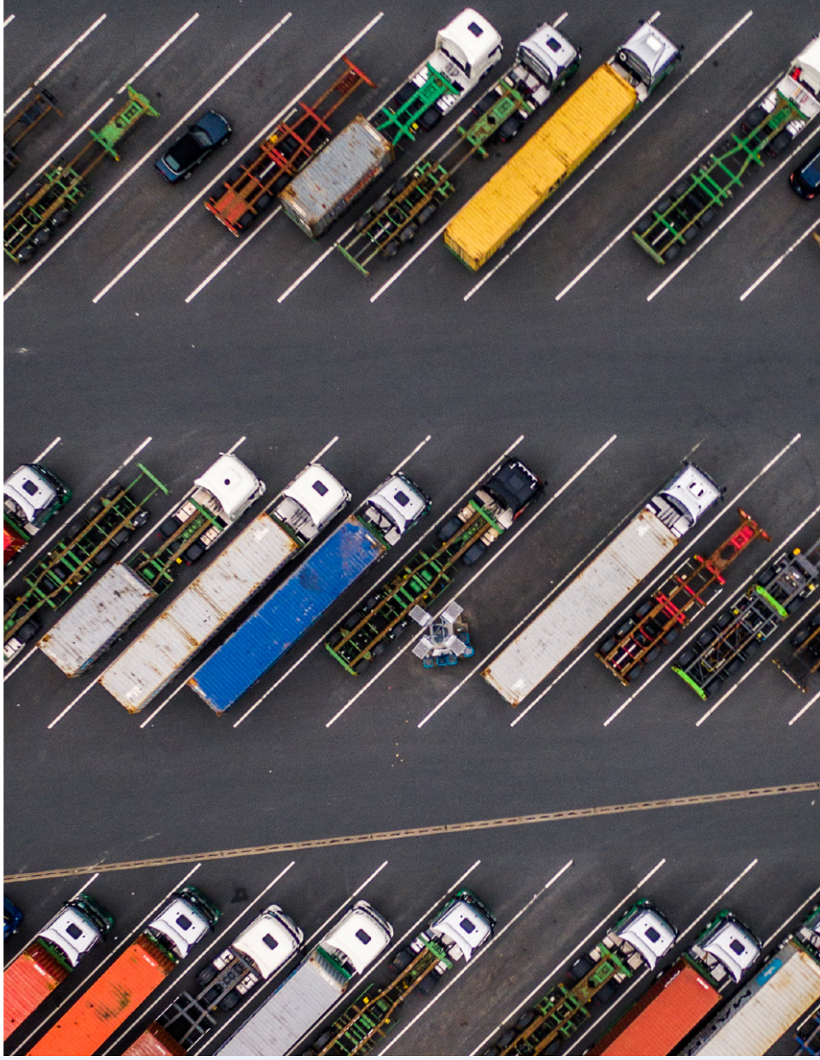
- Verified coverage details, sourced directly from fleet owners, self-insureds, government entities, and insurance carriers, then shared across members who use the solution
- Validated vehicle ownership, confirmed against DMV records
- Prior claims history, to surface patterns and connections
- Full policy history, with midterm endorsement visibility

The result is one trusted source of coverage intelligence across the claims lifecycle, and a tool claims teams increasingly consider a must-have.

Faster, smarter decisions at every stage

At FNOL, Claims Coverage Identifier fills in missing third-party data instantly. That accelerates intake, reduces leakage, and improves third-party loss mitigation. Because coverage identification touches so many functions, the benefits reach across your entire operation, with all teams working from the same reliable picture.

And because Claims Coverage Identifier ingests directly and automatically into your claims management system, your adjusters spend less time chasing data and more time resolving claims. It's one of the reasons existing clients have called the solution "a game changer."



From reactive investigation to proactive intelligence

Claims Coverage Identifier changes how investigations work, moving your team from reacting to events to getting ahead of them. Real-time alerts combine claims and underwriting data to flag what matters, including:

- Multiple active insurance policies on the date of loss
- Prior claims in the same impact area
- New-policy alerts
- No pay/no play notification
- Canceled-policy alerts

And there's more on the way. Launching in Q3, Claims Coverage Identifier will add endorsement-activity alerts that flag when a policy change occurs within 30 days of the reported date of loss—across change of driver, change of vehicle, change of vehicle coverage, change of deductible, and change of address.

These alerts are included at no additional cost with Claims Coverage Identifier.

Built on data at scale

Claims Coverage Identifier draws on a robust dataset spanning over 91% of the countrywide personal auto market, along with portions of the commercial auto market, fleet customers, self-insurers, and select government entities.

That scale enables positive identification across a wide range of vehicle types in a single solution. It closes the gap on both coverage and fraud, and gives your team a clearer, more confident path to resolution.

The bottom line for your team

Claims Coverage Identifier delivers measurable, proven impact across the claims process:

- Improved loss ratios and reduced fraud exposure
- Faster cycle times and greater consistency
- Increased operational efficiency
- More actionable intelligence at FNOL
- Greater transparency across direct, excess and stacking coverage situations

For fleet customers specifically, faster and more accurate claims mean less downtime. And less downtime means protected revenue and retained customers. The unique challenge of fleet claim adjudication is finally addressable. Your adjusters can make decisions with confidence and stand behind highly defensible outcomes.

Get every fleet vehicle back on the road faster

See how Claims Coverage Identifier helps carriers establish coverage faster, reduce fraud exposure, shorten cycle times, and get commercial vehicles back on the road sooner.

Connect with the Verisk team to learn more or request a demo.

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