Accelerate Your FNOL Process

Insurance Automation
From Policy through Claim

→ AI, machine learning, and predictive analytics increases speed and precision

→ 19 petabytes of data across proprietary databases yields greater accuracy

→ Ecosystem of integrated solutions improves customer experience – yours and theirs

→ 5,000+ industry experts provides lift across the value chain

→ 50+ years safeguarding insurers' data earns confidence

Gathering data at first notice of loss (FNOL) is often an inefficient process that can lead to inaccurate or incomplete information, delays in claims processing, and longer cycle times. Streamlining FNOL is becoming increasingly important for insurers to help improve operational efficiency and deliver a better customer experience.

FNOL is time-consuming and inefficient
Most insureds report losses over the phone, meaning claims handlers must manually collect and type information about the policyholder, claimant, and facts of the loss. Time spent gathering information in this manner is inefficient and potentially increases claim operating costs.

Data collected at FNOL can be inaccurate or incomplete
Manual FNOL processes are prone to human error—whether it's an adjuster mistyping information or an insured not providing enough details for the claim to proceed. In fact, missing information was cited as a top issue for insurers in an FNOL survey.[1] And finding those missing details can be challenging because some data sources may have outdated information.

Inefficient FNOL hinders customer satisfaction
Feeling at ease during FNOL is a key indicator of customer satisfaction, according to a recent J.D. Power study.[2] If adjusters are busy asking insureds transactional questions and collecting information, it can be difficult to express empathy and deliver a favorable customer experience.

Automatically populate missing details at FNOL

Verisk's FNOL prefill solution can automatically fill in certain key information in loss reports to accelerate the initial claim intake process. With limited data points—such as a phone number or license plate—the solution utilizes several data sources to help deliver complete and accurate entity and policy information in seconds.

Key features
- Fills in certain missing insured and claimant information at FNOL
- Provides vehicle, policy, and loss details
- Accesses pertinent claim information from industry sources
- Helps confirm that data is accurate and current

Customer benefits
- Helps reduce claim-handling time at FNOL with automated prefill
- Supports improved data accuracy by providing current information
- Helps shorten cycle times by eliminating the need to search for missing information
- Improves customer experience by enabling faster, more empathetic conversations

Partner with us
- Become a development partner to help us fine-tune the solution
- Get access to special pricing and other benefits available exclusively to development partners

Missing information is a top FNOL challenge for insurers, and only

33%

have a prefill process.[3]

![Verisk logo]

For more information:

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Reference

1. ClaimSearch® 2017 State of FNOL: Industry Claims Report

2. 2019 J.D. Power U.S. Auto Claims Satisfaction Study, https://www.jdpower.com/business/press-releases/2019-us-auto-claims-satisfaction-study

3. ClaimSearch® 2017 State of FNOL: Industry Claims Report