

Automating Claims Intake: Challenges and the AI Opportunity

⚠ The Problem: Manual FNOL Overload

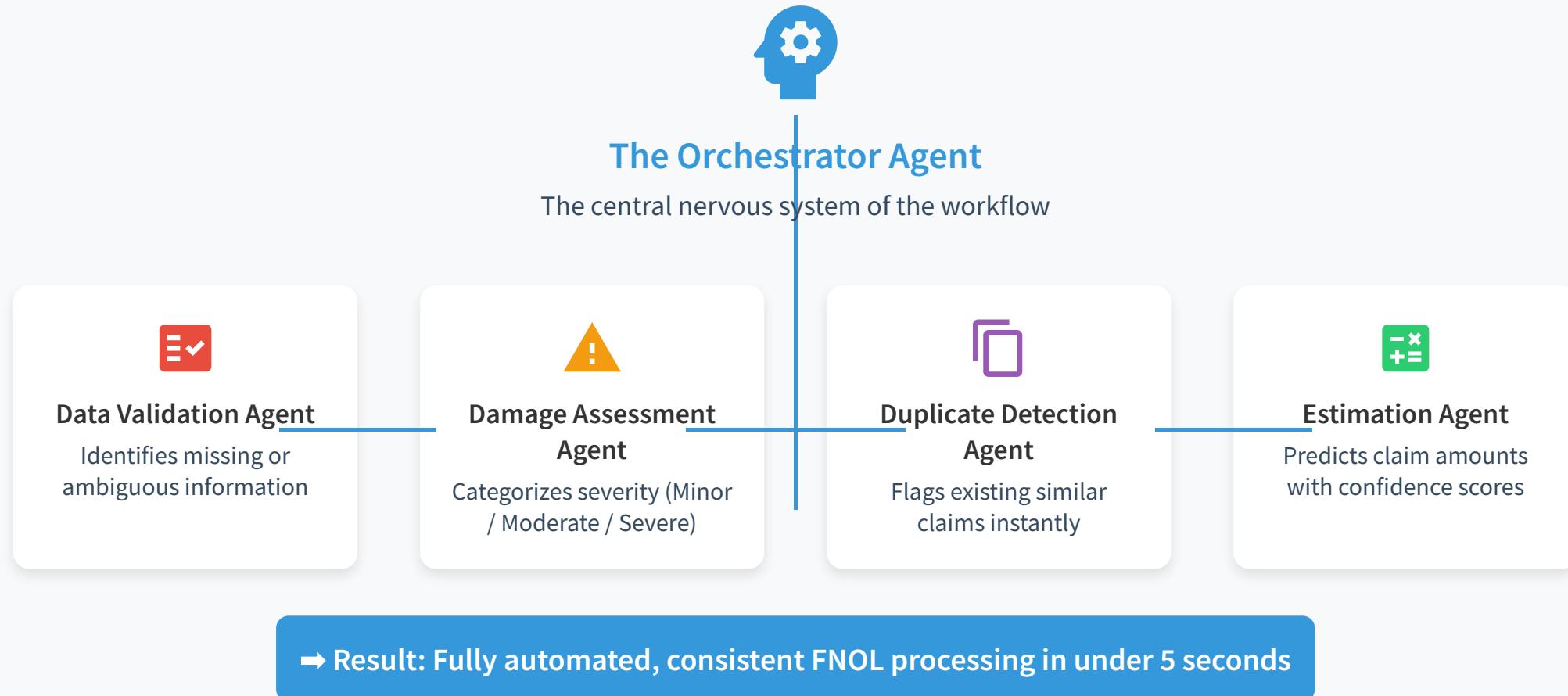
- ❗ **Incomplete Data:** Critical claim information is often missing.
- ☒ **Slow Triage:** Manual sorting slows down the entire claims lifecycle.
- ❗ **Inconsistent Evaluation:** No standardized assessment of damage severity.
- ☒ **Hidden Duplicates:** Duplicate claims slip through unnoticed.
- ❓ **Unpredictable Estimates:** Initial claim reserves are often inaccurate.

🚀 The AI Opportunity

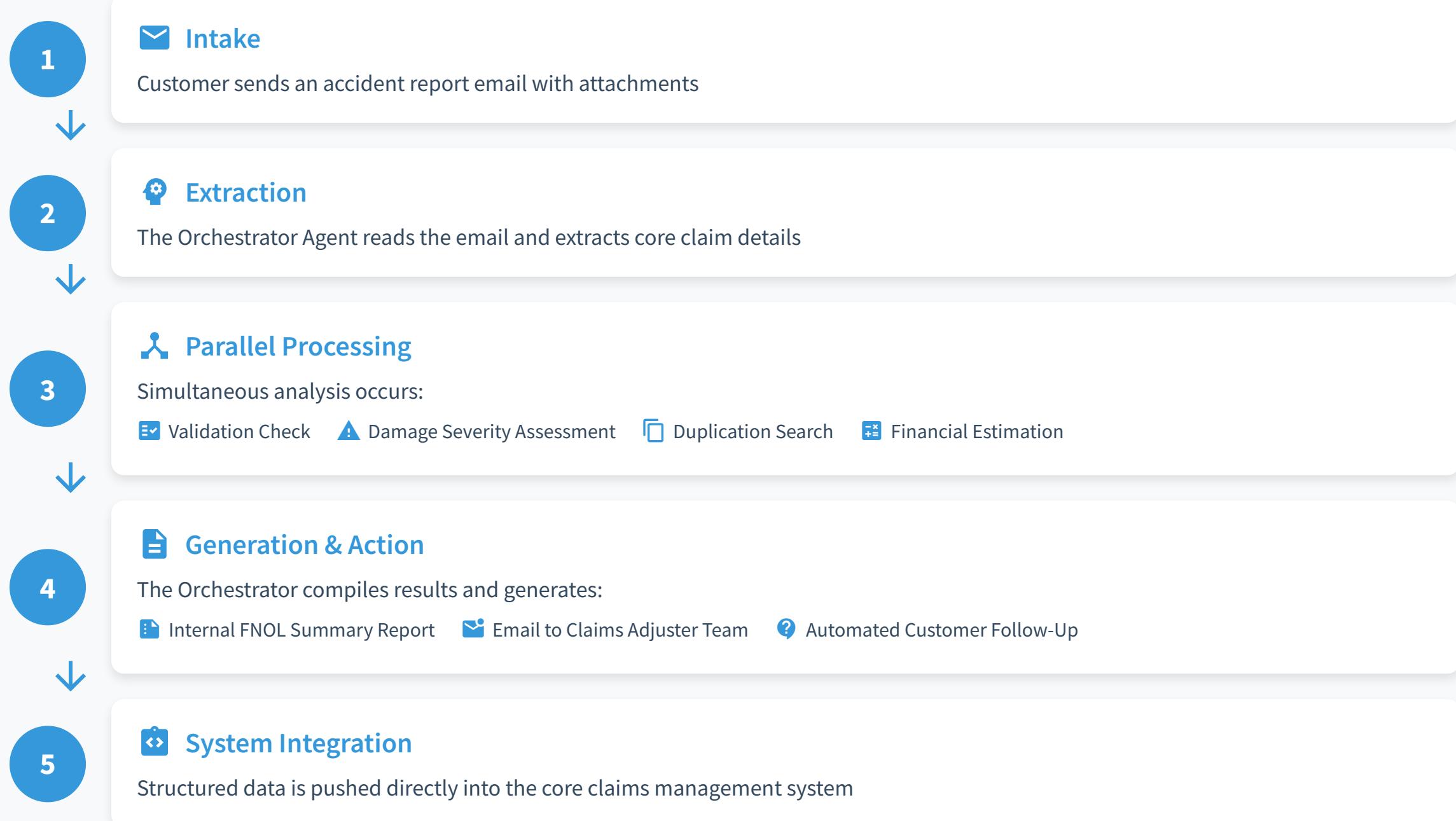
- 🤖 **Multi-Agent Orchestration:** Deploying AI to automate FNOL intake.
- 📦 **Automate extraction:** Data extraction and validation.
- 📝 **Reduce workload:** Significantly reduce human administrative workload.
- ✅ **Improve accuracy:** Enhance data accuracy and consistency instantly.
- 😊 **Better experience:** Deliver a faster, superior customer experience.

The Solution: FNOL AI Orchestrator System

We utilize a "**Hub and Spoke**" AI model to handle complex claims tasks autonomously



End-to-End Automated Workflow



System Highlights

- Fully automated triage without human intervention
- Stable, explainable outputs for auditing
- Designed specifically for real-world insurance workflows

Business Impact & Demo Value

⌚ 80%

Faster Claim Initiation

Drastically reduce the time from email receipt to file creation



⚡ 60%

Reduction in Manual Follow-ups

AI catches missing info upfront, reducing back-and-forth emails



Improved Accuracy

Consistent Estimates & Severity: Data-driven triage replaces subjective manual assessment



Risk Mitigation

Early Duplicate Detection: Identify potential fraud or redundant claims immediately



Overall Value

⌚ Faster claims processing

🏦 Reduced operational costs

😊 Enhanced customer experience

