

Meet Our Primary User: Rajesh Sharma

Profile Overview

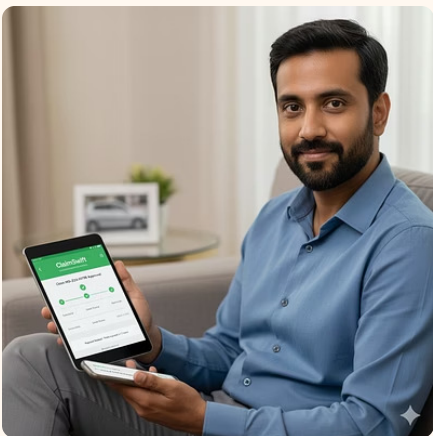
Age: 35 years

Occupation: IT Professional

Insurance: Private vehicle policy holder

Core Pain Points

- Claim approval takes weeks, creating financial stress when urgent funds are needed
- Lacks transparency and visibility into claim status throughout the process
- Manual form filling and repeated follow-ups feel inconvenient and time-consuming



How ClaimSwift Transforms Rajesh's Experience



Instant Processing

Automatically processes claims in minutes instead of weeks, eliminating the anxiety of waiting for urgent funds



Real-Time Updates

Sends instant notifications for every stage of the claim journey, providing complete transparency



Error Prevention

Reduces rejection chances by catching and correcting minor errors automatically before submission



Full Visibility

Provides comprehensive dashboard access to track claim status if escalation is required

Secondary User: Priya Verma, Claim Officer

Role Profile

Age: 28 years

Position: Insurance Claim Officer

Responsibility: Manual claim validation and approval

Daily Challenges

- Overwhelmed with repetitive, low-value claims that delay processing of high-value cases
- Limited tools for detecting potential fraud efficiently and accurately
- Manual review processes slow down overall claim throughput

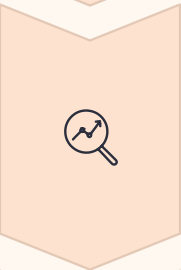


How ClaimSwift Empowers Priya's Work



Smart Automation

Auto-approves low-risk claims instantly, freeing up valuable time to focus on critical high-value reviews and complex cases



Risk Intelligence

Provides AI-powered pre-analyzed risk assessments for each claim, improving decision quality and fraud detection accuracy



Complete Audit Trail

Automatically logs all actions and decisions, making audits seamless and ensuring full regulatory compliance