Greetings,

I had a bit of a thought yesterday after listening to the problem statement. I also did some research into ML models, pre-built AI models and what GenAI assistance other world leading companies are implementing.

This is kind of my ultra simplified idea of what a final deliverable could look like.

Final Deliverable:

A form with dropdowns and text boxes which is linked to a machine learning (AI) model which generates feedback on the validity of each claim.

On the form:

The NRMA claims processing agent could enter details of an incident/claim onto the form.

Details include:

* year
* model
* make of car
* age
* gender
* driving experience
* previous incidents
* credit score
* yearly access of driver
* number of other adults in car
* number of other minors in car
* type of accident
* type of damage
* day/time of accident
* weather during accident
* estimated cost of damage/repair
* who's at fault etc.

The form will then run a machine learning model , or statistical test (based on ML model) and respond along the lines of: "there is an X% chance that this application is fraudulent".

If it's a low % the form could prompt the agent to continue to review and submit the form.

If it's a high % then the form should prompt the agent to escalate this claim.

The % threshold should be set after doing extensive research on the insurance industry and making data driven decisions. Perhaps it should be fluctuating and constantly updating itself using more and more data. This could also make it work better during certain economic events such as end of financial year, economic

crisis, Christmas period (when everyone's on the road) etc, but ensure all decisions are data driven. This should be determined by the ML model.

So this was what I was thinking. Please take time reading over it and let me know what suggestions or improvements could be made. Also please advise if this was completely wrong or doesn't fulfill what NRMA/EY wants.