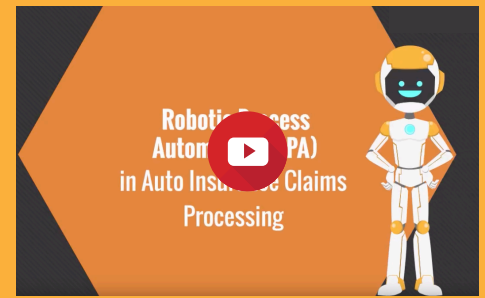


Use Robotic Process Automation (RPA) for the automated and diligent processing of auto insurance claims

Verification and data-entry of claims form using Robotic Process Automation software. Bot also replies to the customer with status report, failure report or success report.



Problem Statement

A well-known insurance firm observed that by every quarter there was an increase in the complaints received and the errors as well. Analysing the situation made them realize that the high processing time and delay in notifying customer was the main reason behind the complaints. The audit trail was also not in place. Manual keying of information, validation of information, checking if there is an existing claim and communication with the customer was the root cause behind this situation.

Solution

The 'As-is' process was analysed to design RPA workflows that carry out the Claims processing activity. The result was speed, accuracy and reliability leading to higher throughput and improved responsiveness to customer.

Process

- Robot periodically scans the mailbox for emails from customers and downloads the claims forms
- Form data is then validated against the database for accuracy
- The robot also checks if any claims for the policy are already in the service queue
- In case of validation errors or any claims found to be under processing, Robot replies to customers via email
- If the data is valid, Robot then log-in to the Insurance portal and performs data entry using the validated form
- Finally, the Robot prepares a submission report and informs the stakeholders. Customers are also informed through an e-mail



Time Saved
Nearly **80%**



Accuracy
100%



Tools
UiPath, Excel, Google



Third Party Services
None

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