



Insurance Claims Operations

Reset Filters

Date

01-06-2020 

30-06-2021 

10000

Total Claims Processed

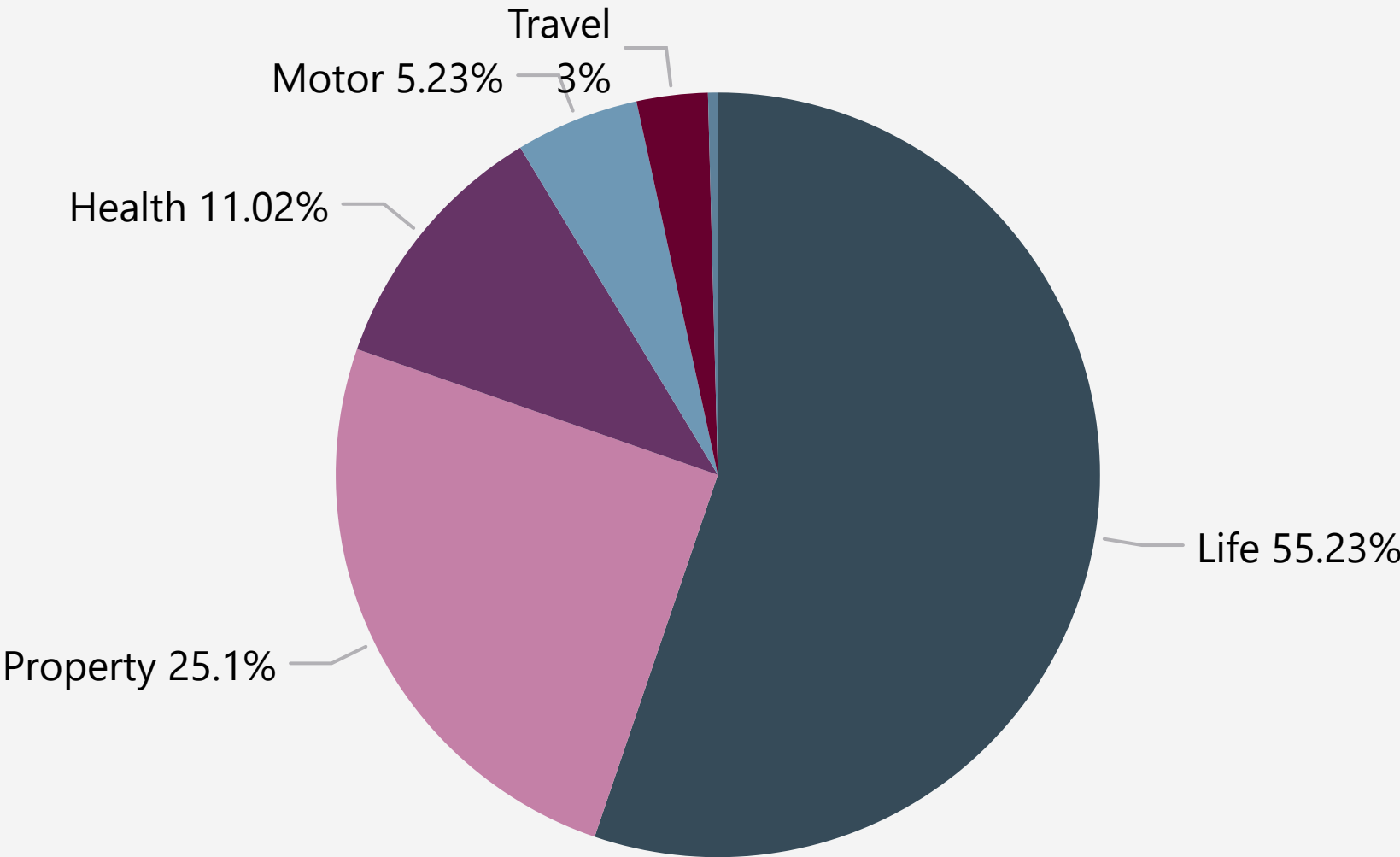
95%

Agent Approval Rate 

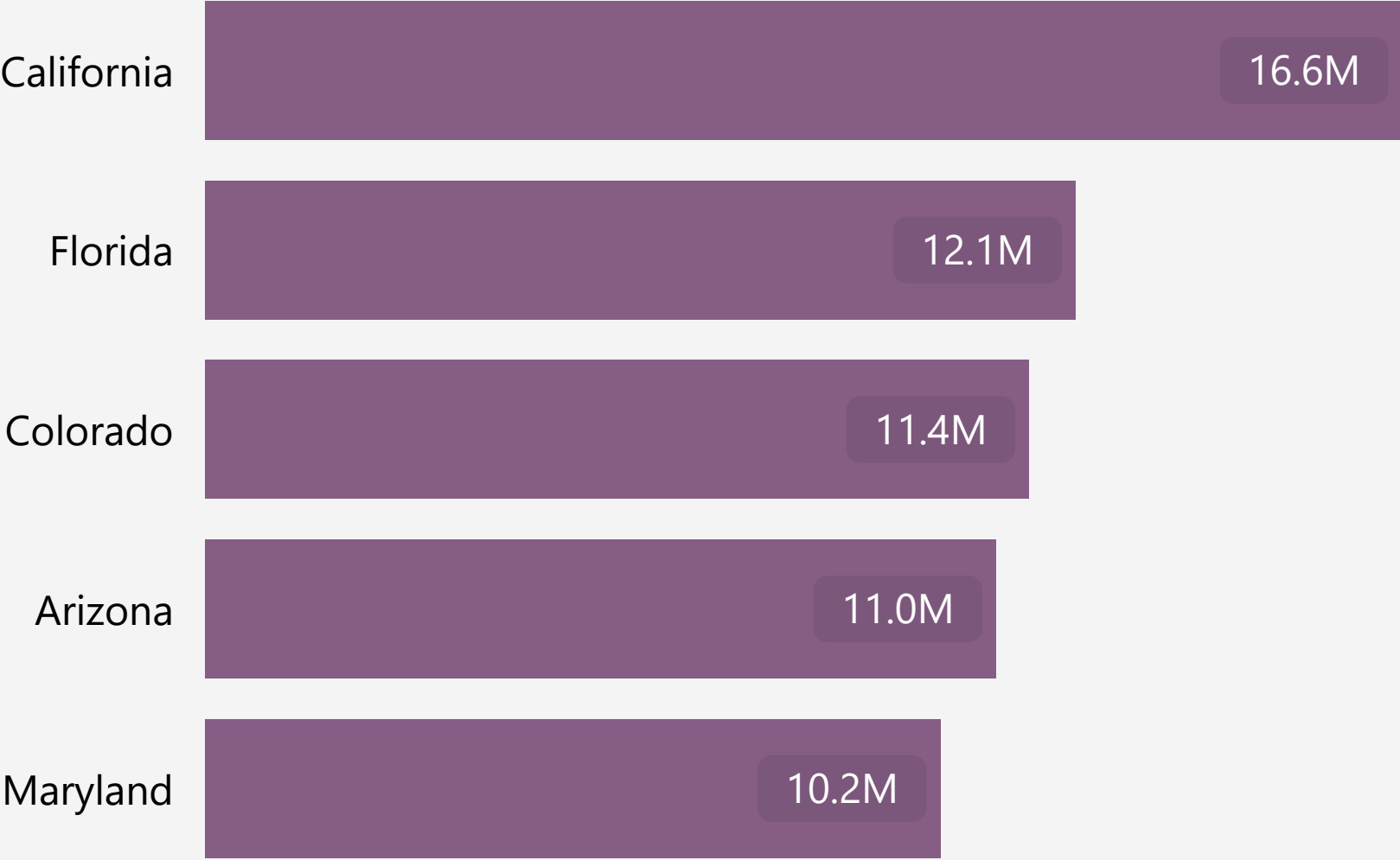
64%

Vendor Approval Rate 

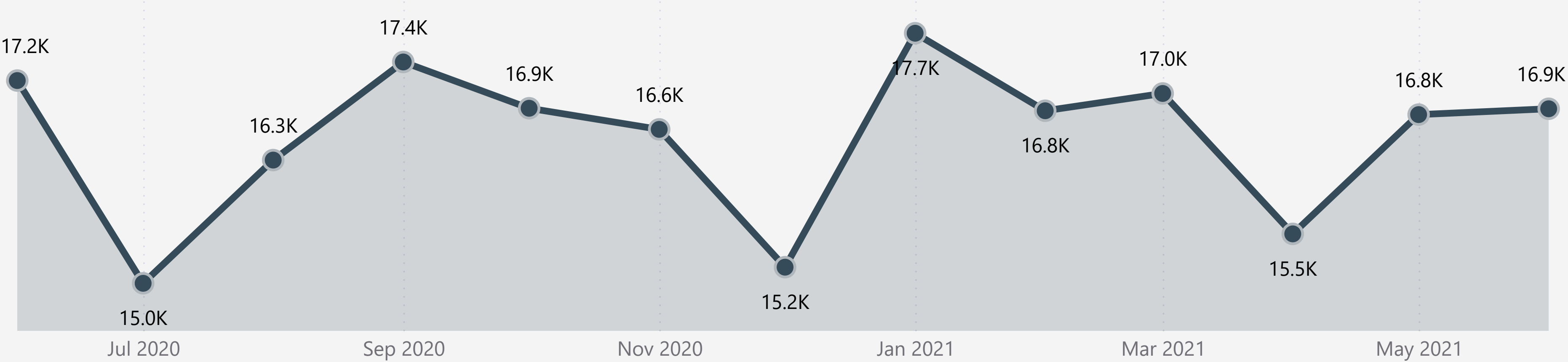
Top Insurance Types by Claimed Amount



Top 5 States by Total Claim Amount 



Average Claim Amount Trend



Operational Performance of Agents and Vendors ⓘ

INSURANCE_TYPE

All

Reset Filters

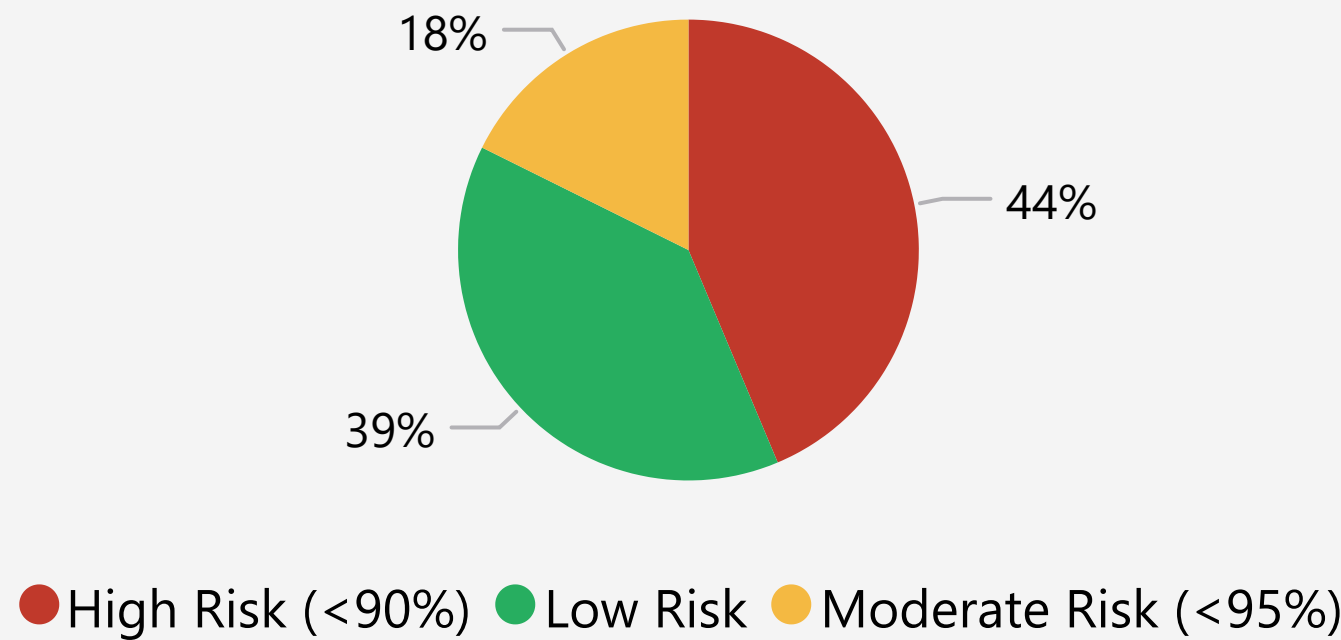
44%

High Risk Vendors

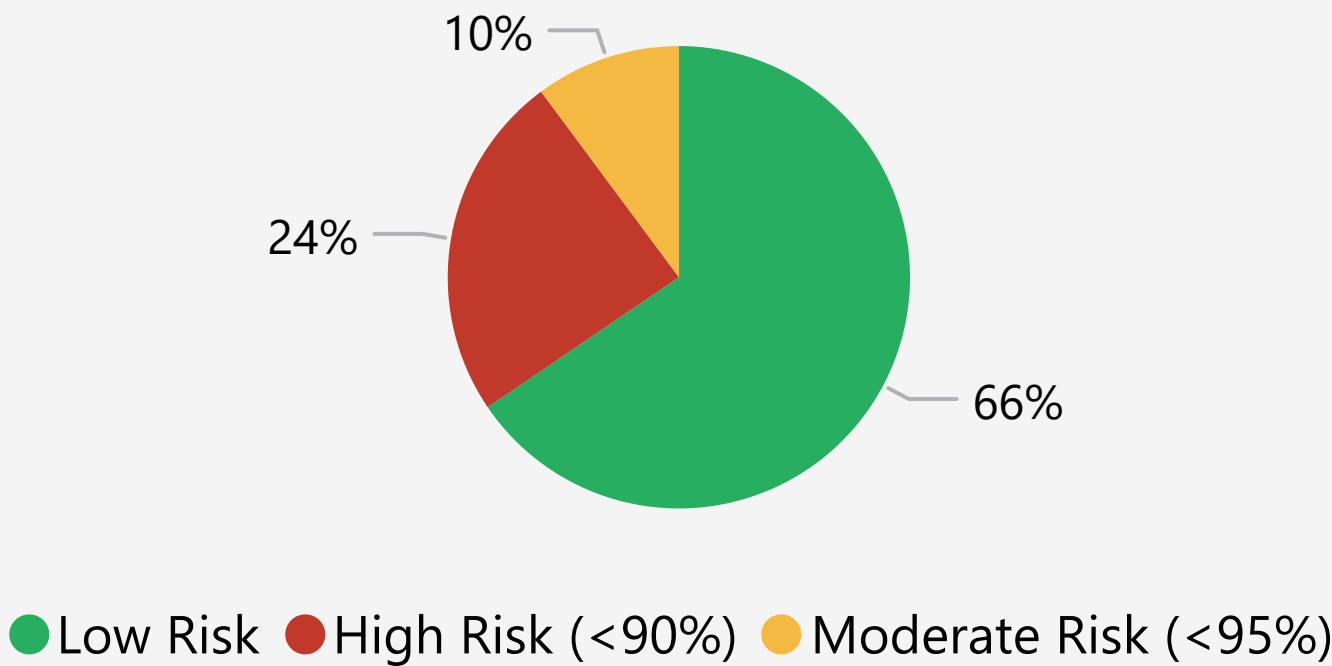
24%

Agents Below 90% Approval Rate

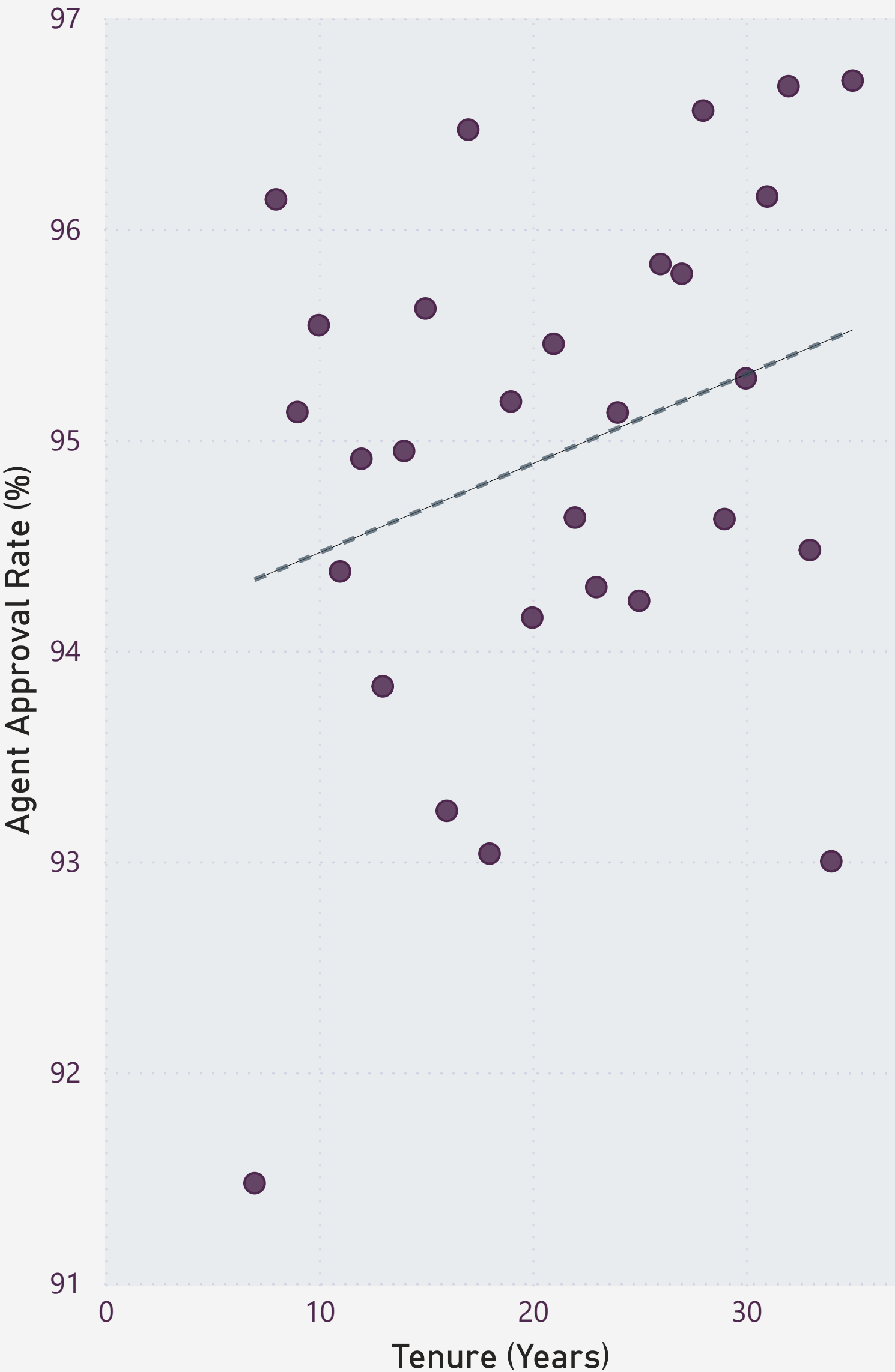
Vendor Risk Tier



Agent Risk Tier



Agent Approval Rate v Tenure



Vendors with Low Approval and >5 Claims

| Vendor Name | Approval Rate(%) | Total Claims |
|-----------------------------|------------------|--------------|
| Price, Rodriguez and Brown | 72.73 | 11 |
| Nelson and Sons | 75.00 | 12 |
| Wright Group | 75.00 | 16 |
| Harmon, Manning and Bradley | 81.25 | 16 |
| Reeves, Brown and | 81.82 | 22 |

Agents with Low Approval and >5 Claims

| Agent Name | Approval Rate (%) | Total Claims |
|---------------------|-------------------|--------------|
| Lewis Robertson | 75.00 | 12 |
| Roosevelt Holsopple | 75.00 | 12 |
| Devorah Mignot | 76.92 | 13 |
| Don Filkins | 78.57 | 14 |
| William | 80.00 | 15 |

Regional Risks ⓘ

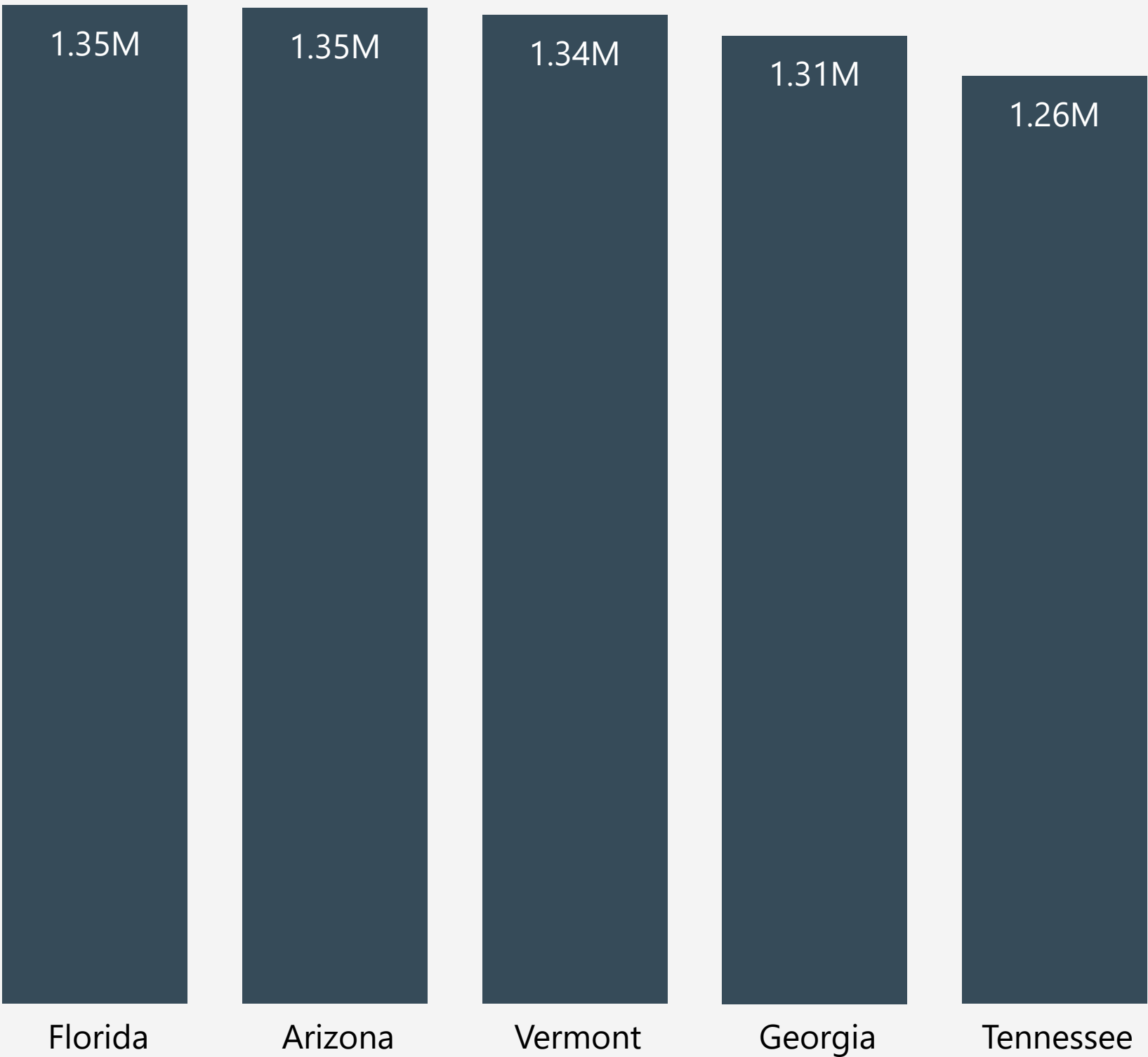
Florida

Top Risk State

16.66K

Severity Index

Top States with Highest Operational Risk Score ⓘ



State

All

Insurance Type

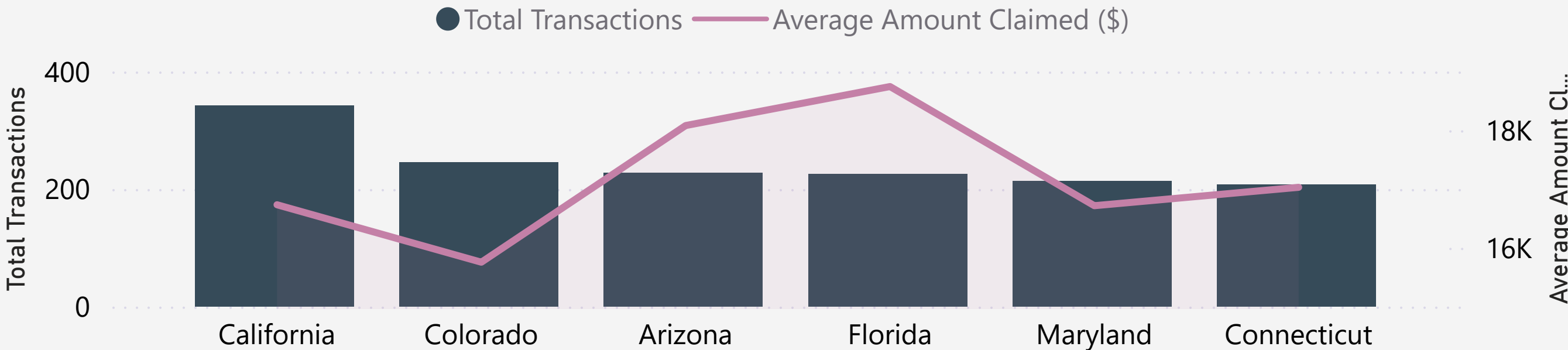
All

Incident Severity

Major Loss

Reset Filters

Claim Volume & Avg Payout by State – Operational Risk View ⓘ



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Reset Filters

| Agent Id | Agent Name | Transaction Id | Transaction Date | Insurance Type | State | City | Claim Amount | Claim Status | Agent Risk Tier |
|------------|-----------------|----------------|------------------|----------------|---------------|-------------------|--------------|--------------|-----------------|
| AGENT00883 | Howard Smith | TXN00000003 | 01-06-2020 | Property | Colorado | Grand Junction | 13000 | A | Low Risk |
| AGENT00402 | Luciano Jackson | TXN00000006 | 01-06-2020 | Life | Arizona | Glendale | 63000 | A | Low Risk |
| AGENT00152 | John Hensel | TXN00000008 | 01-06-2020 | Motor | Florida | Panama City Beach | 8000 | A | Low Risk |
| AGENT00450 | Peter Thomas | TXN00000009 | 01-06-2020 | Motor | Arizona | Glendale | 5000 | A | Low Risk |
| AGENT00682 | Michael Ortiz | TXN00000010 | 01-06-2020 | Travel | California | San Leandro | 4000 | A | Low Risk |
| AGENT01091 | Joshua Losey | TXN00000011 | 01-06-2020 | Life | Maryland | Crofton | 92000 | A | Low Risk |
| AGENT00015 | Charles George | TXN00000013 | 01-06-2020 | Health | Kentucky | Louisville | 11000 | A | Low Risk |
| AGENT01094 | Robert Venable | TXN00000014 | 01-06-2020 | Life | Alaska | Anchorage | 51000 | A | Low Risk |
| AGENT00608 | Renee Zaldana | TXN00000016 | 01-06-2020 | Motor | Arkansas | Fayetteville | 9000 | A | Low Risk |
| AGENT00911 | Troy Caldwell | TXN00000017 | 01-06-2020 | Property | | Washington | 39000 | A | Low Risk |
| AGENT00079 | Rivka Robinson | TXN00000018 | 01-06-2020 | Property | Alabama | Montgomery | 40000 | A | Low Risk |
| AGENT00994 | Geraldine Lopez | TXN00000019 | 01-06-2020 | Motor | Massachusetts | Fitchburg | 8000 | A | Low Risk |
| AGENT00490 | Kenneth Elmer | TXN00000020 | 01-06-2020 | Life | Colorado | Arvada | 68000 | A | Low Risk |
| AGENT00379 | Tracy Straight | TXN00000022 | 01-06-2020 | Mobile | | Washington | 300 | A | Low Risk |
| AGENT00947 | Luis Castleman | TXN00000025 | 01-06-2020 | Property | Florida | Lynn Haven | 30000 | A | Low Risk |
| AGENT00070 | Sylvia Buckley | TXN00000026 | 01-06-2020 | Property | Tennessee | Nashville | 37000 | A | Low Risk |
| AGENT01169 | Tracey Banks | TXN00000028 | 01-06-2020 | Health | Massachusetts | Quincy | 19000 | A | Low Risk |
| AGENT00431 | Sunshine Lopez | TXN00000029 | 01-06-2020 | Property | Maryland | Pasadena | 37000 | A | Low Risk |
| AGENT00531 | Tara Walling | TXN00000031 | 01-06-2020 | Health | Colorado | Arvada | 13000 | A | Low Risk |
| AGENT01134 | Joanna Bailey | TXN00000032 | 02-06-2020 | Property | Alabama | Montgomery | 15000 | A | Low Risk |
| AGENT00552 | Lauren Kimble | TXN00000033 | 02-06-2020 | Life | Kentucky | Louisville | 27000 | A | Low Risk |





Reset Filters

| Vendor Id | Vendor Name | Transaction Id | Transaction Date | Insurance Type | State | City | Claim Amount | Claim Status | Vendor R |
|-----------|------------------------|----------------|------------------|----------------|---------------|----------------|--------------|--------------|----------|
| VNDR00600 | Jacobs, Fox and Torres | TXN00000142 | 05-06-2020 | Property | Kentucky | Louisville | 31000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00001931 | 17-08-2020 | Travel | Colorado | Arvada | 4000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00002503 | 10-09-2020 | Health | Connecticut | Manchester | 20000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00003684 | 28-10-2020 | Life | Connecticut | Manchester | 80000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00003903 | 06-11-2020 | Health | Massachusetts | Springfield | 14000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00004129 | 15-11-2020 | Mobile | Connecticut | Manchester | 600 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00004460 | 27-11-2020 | Health | Tennessee | Nashville | 20000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00005146 | 24-12-2020 | Travel | Georgia | Savannah | 3000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00005475 | 06-01-2021 | Motor | Arizona | Glendale | 10000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00005812 | 18-01-2021 | Travel | Vermont | Shaftsbury | 4000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00006977 | 04-03-2021 | Motor | Florida | Merritt Island | 5000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00007357 | 19-03-2021 | Life | Alaska | Anchorage | 69000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00007675 | 01-04-2021 | Life | Oklahoma | Oklahoma City | 76000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00008460 | 02-05-2021 | Life | Vermont | Rutland | 91000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00008613 | 09-05-2021 | Property | Massachusetts | Fitchburg | 29000 | A | Low Risk |
| VNDR00600 | Jacobs, Fox and Torres | TXN00009879 | 25-06-2021 | Travel | Arizona | Glendale | 4000 | A | Low Risk |
| VNDR00599 | Reeves-Leonard | TXN00000129 | 05-06-2020 | Property | Alaska | Anchorage | 39000 | A | Low Risk |
| VNDR00599 | Reeves-Leonard | TXN00000894 | 06-07-2020 | Mobile | Kentucky | Louisville | 400 | A | Low Risk |
| VNDR00599 | Reeves-Leonard | TXN00001310 | 22-07-2020 | Mobile | Arizona | Glendale | 600 | A | Low Risk |
| VNDR00599 | Reeves-Leonard | TXN00003125 | 05-10-2020 | Travel | Connecticut | Manchester | 3000 | A | Low Risk |

