

Am I Covered?

Peace of mind every time, not just when you have claim

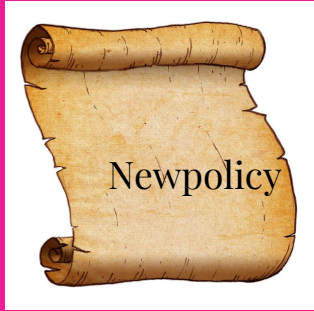
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Communication preferences

Survey conducted by Aviva

Human interactions remain key in the insurance lifecycle but..

We asked insureds , “ when do you think of your insurance coverage?”



70 % of broker
customers chose to
speak to a live agent
instead of using self
-serve/online
options

Our challenge

In these new times, how do we
ensure insureds really
understand their policy

How do we ensure insureds really
know their coverage throughout
their insurance journey, not just at
the five touchpoints

Consumer
interactions are
still not at a point
where they can be
made digitally

What are the most common questions asked by insureds?

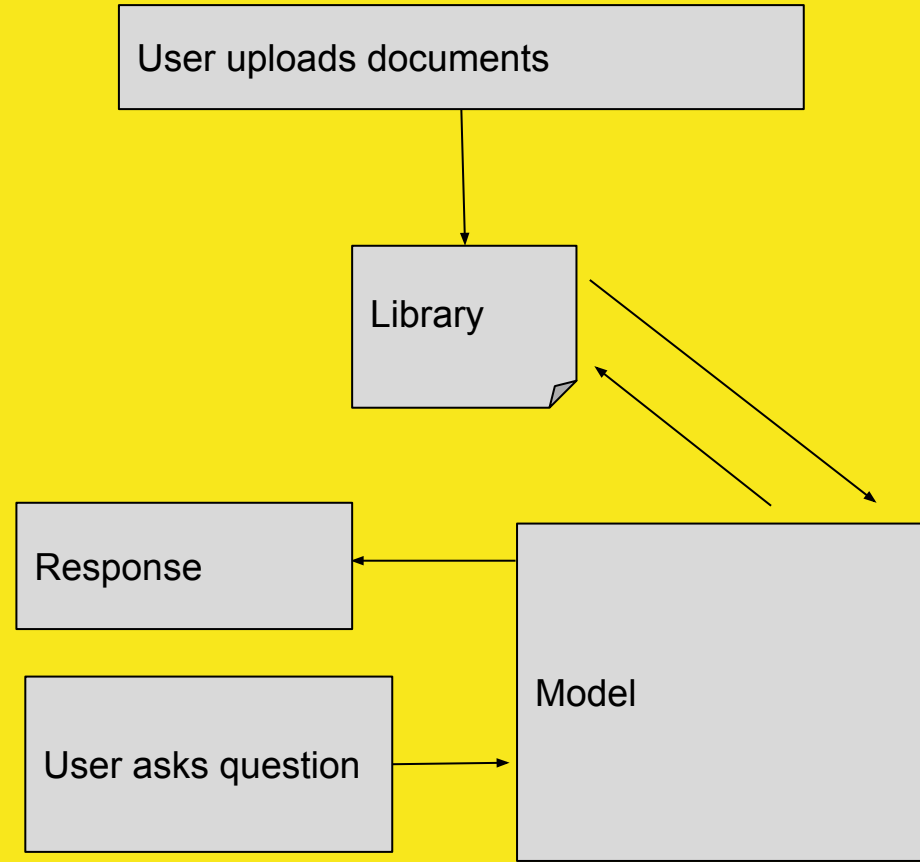
Are their questions answered? How satisfied are insureds with the support received ? What would they have liked different?

- 1. Access to digital tools**
 - 2. More frequent touchpoints**
-

Question Answering using BERT

Coverage question answering system

Similar to a digital wallet , the insured has a coverage folder on the phone



Input

'Commercial general liability (CGL) is a type of insurance policy that provides coverage to a business for bodily injury, personal injury, and property damage caused by the business's operations, products, or injuries that occur on the business's premises. Commercial general liability is considered comprehensive business insurance, though it does not cover all risks a business may face.'

"What is CGL",

"What causes of loss are covered?"

Does it cover all risks faced by a business?

Output

Answer, with a confidence score

'Commercial general liability (CGL) is a type of insurance policy that provides coverage to a business for bodily

```
{'answer': 'a type of insurance  
policy',  
'end': 64,  
'score': 0.05084363371133804,  
'start': 38}
```

Code

https://github.com/csml102ogk/nlp-qa/blob/main/qa_huggingface_transformers.ipynb

