

# Care-led Claims Management in Life Insurance

Giovanna Henny : 2-2 minutes : 3/29/2024

- [Quote](#)
- [Description](#)
- [Key documents](#)
- [Go To Market Documents](#)
- [Offer Owner](#)
- [X-PORT Page Editors](#)
- [Partners](#)



Logan Smith Portfolio Manager

*Our Care-Led Claims Management offering is designed to create a brand-differentiating claims experience. Creating and executing a Future of Claims strategy. We help align client stakeholders on a high-level business strategy, and to shape out tangible solutions to realize the strategy with a beneficiary and adjuster experience that suit the needs of both.*

## Elevator Pitch



**Definition:** Our Care-led Claims Management in Life Insurance offering is intended to fundamentally change that by looking to the insured's family members. By providing fast, empathetic and valuable beneficiary engagement prior to and during a claim, newfound trust can be established and opportunities to build new relationships can be realized.



**Why Capgemini?** Capgemini has deep life insurance and annuity domain expertise, understanding of regulatory mandates in different regions, and technology skills to support development of new and innovative claims experiences.



**External Recognition:** **LEADERS** in Life and Annuities Insurance Digital Services 2023-2024 RadarView



**Best-in-class partnerships:** Innoveo, Fenris

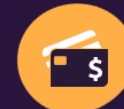


### Our Offer Stack:

- End-to-end implementation of Care-led Claims Management
- Development of new tailored claims solutions
- Security implementation
- Testing for Care-led Claims Management
- Consulting for compliance to regulatory mandates
- Accelerators derived from our vast experience to speed up delivery



**Barriers:** The main barriers to not leveraging Care-led Claims Management is life insurers not seeing value in investing in claims, as it is typically the end of the customer journey for life insurers.



**Did You Know?** Our Care-led Claims Management platform provides opportunities for insurers to retain assets at the time of claims, rather than paying them out immediately as a lumpsum.



**Did You Know?** Care-led Claims Management in Life Insurance has opportunities to integrate ecosystem partnerships, third parties, and additional value-added services for the beneficiaries and insureds.

## Key documents

Care-led Claims for Life Insurance – Pitch Deck\_July2023

BATTLECARD – Care-led Claims – July 2023

BOMS BATTLECARD – Care-led\_CM\_FS\_Book\_of\_Market\_Solutions\_JUNE-2022

## Go To Market Documents

[Click here to open the offer assets](#)

## Offer Owner

Person responsible for offer.

## X-PORT Page Editors

Should you see anything on this page that needs changing, please contact the X-PORT PAGE EDITORS

## Partners



# innoveo

## **GTM Tools that are available to better manage your Sales Campaign**

Sorry, no related use cases found.

[Previous Chapter](#)

[Next Chapter](#)