

Claims First Notice of Loss (FNOL) and Assessment

Streamline and speed the intake and initial review process



Key challenge

Claims management is time sensitive. Improving automation of the initial intake and assessment process is key to an optimal outcome. But this must be balanced with meeting the needs of escalating customer expectations and mitigating the possibility of fraud.

The FNOL process requires managing multiple information sources and formats, including web forms, emails, accident reports, phone transcripts, and chatbot conversations. Once the information is received, a rapid assessment process is vital to ensure that each claim is properly handled based on type and severity. All this must be handled by claims departments that may function as either fully remote or hybrid work environments. Efficient and secure document sharing is essential.



WEB FORMS



EMAILS



**ACCIDENT
REPORTS**



**PHONE
TRANSCRIPTS**



**CHATBOT
CONVERSATIONS**

Solution

ABBYY applies artificial intelligence to process mining and document processing to give insurers complete control over claims processes and the documents that drive them. We enable insurers to streamline the intake of claims documents by classifying documents by type, extracting key data points, and pushing the extracted data into core claims systems—thus saving time and increasing accuracy. Process mining provides complete visibility into the claims process as it executes, helping claims departments to identify gaps and bottlenecks and to determine process improvements that will enhance the customer experience and reduce claim leakage.

Discover the ABBYY difference for claims FNOL and assessment



Streamline handling of claims documents

- Reduce number of times each document is handled
- Automate classification of documents by type
- Extract data for streaming into core claims systems



Gain visibility needed for effective process improvement

- View process maps based on actual system data
- Identify optimal paths as well as deviations that can waste time and money
- Target improvements in areas where they will have the greatest impact



Facilitate continuous improvement

- Continuously monitor claims processes and be alerted to inefficient variations
- Forecast what proposed process changes will look like before implementing them
- Measure ROI of claims process improvements

Claims process improvement steps



**DISCOVERING AND
MAPPING**



**ANALYSIS AND
OPTIMIZATION**



**MONITORING AND
ALERTING**



**PREDICTION AND
FORECASTING**



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