Teaching an Old Dog New Tricks: Pet Claims Automation at RSA Group

CUSTOMER

RSA Insurance Group Limited is an international insurer with more than 300 years of experience protecting individuals, small businesses and large organizations from uncertainty.

CHALLENGE

Pet insurance has emerged as a high-growth product line for RSA, but the claims review process has proven very time consuming given the amount of documentation they need to manually review for each individual claim. Fearing the negative impact a slow claims process would have on response times and the overall customer experience, RSA sought out a solution that could automate some of this time-consuming claims process. They turned to expert.ai for help.

SOLUTION

RSA is leveraging expert.ai's advanced natural language capabilities to automate the reading, understanding and extraction of meaningful data from claims packages. The resulting AI-based solution enables RSA to recognize document types, extract relevant information from each document, analyze the claim described within the filed report and determine whether it is covered by the policy.

Via expert.ai technology, RSA can review a higher volume of pet insurance claims and deliver accurate decisions far quicker than they could manually. As a result, claims handlers can focus more of their time on high-value tasks and significantly reduce customer response times. In addition to the customer benefits and increased throughout, the extraction of key data points also helps to reduce costs by highlighting fraud and decreasing erroneous payouts.

BENEFITS

- Reduced erroneous pet payouts by 5+%
- Reduced manual document review times by up to 90%
- Reduced overall claim review times by 75%

> From the simplest to the most complex situations, RSA's dedicated claims teams aim to handle every case with efficiency and consistency. The use of expert.ai's natural language processing in our claims management journeys has proven to drive benefit in our operations and customer service delivery.
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> Andrew Moore, Pet Claims Director, RSA