



Who we are

FintechOS is a technology company established in 2017 centered upon a mission to help insurers innovate at speed. Our suite of pre-built solutions are ready to deploy, meaning carriers, managing agents and brokers can launch digital customer journeys or products in days.



The era of the big transformation project is over

Companies are no longer willing to pay for a multi-million, multi-year effort after which they might, possibly get business value.



We help deliver value quickly and frequently

Value delivered quicker (up to x10 times), continuously thereafter, with the freedom to pivot whilst reaping business benefits across the implementation timeline.



The #1 fintech in Europe

In June 2020, FintechOS was recognised as the hottest fintech start-up in Europe

Claims. The Moment of Truth.

Why claims

The insurance industry is in the middle of a radical, digitally driven shake-up and insurers are faced with the inevitable pressure to modernise systems and make them more transparent, the insurance market is in desperate need of a straight-forward digital transformation approach.

Automating and transforming claims management can improve efficiency and effectiveness whilst increasing customer satisfaction by creating a better experience at the 'moment of truth', when emotions run high.

From the customers perspective, some of the 'pain points' traditionally associated with claims, which if addressed can increase NPS by 20%, are tackled as follows:

Speed

Customers can be understandably upset after an incident which gives rise to an insurance claim. The ability to receive an immediate answer e.g. via a chat bot rather than joining a call centre waiting queue or having to wait until normal business hours to report a claim can have a huge impact on customer satisfaction.

Complexity

Not all customers are comfortable in filling out forms filled with unfamiliar terminology. Offering digital assistance video calling or co-browsing and taking statements of fact through that channel can very much simplify the claims process for the customer.

Transparency

Being able to see in real time the status and next steps on a claim via a customer portal means that customers can be informed as to the progress of their claim rather than feeling frustrated when awaiting an update via a more traditional communication channel.



If you'd like to learn more,
please contact FintechOS at

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Working together with:



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Personalisation / Vulnerable Customers

Vulnerable customer can be steered down a journey encompassing features such as co-browsing to bring a human element to the claims process. Whilst 'digitally native' cohorts can be led through a rapid fully digital journey.

Loss Prevention

Insurance companies can offer additional value to their customers and help them stay safe, for example by sending out alerts if a particularly bad freeze is forecast and offering advice on preventing frozen pipes.

From the carrier's perspective, the big wins in transforming your approach to claims are:

Operational Efficiency

Claims can be segmented to specific paths — Simple claims can be handled via 'straight through processing' removing the need for human touch, whilst more complex claims can be guided through the case management process via AI driving next best action.

Paper remains ever present in the world of insurance, leveraging e-signatures can negate the need for paper and wet signatures, immediately improving efficiency and speed of claims settlement.

Typically, automating and transforming the claims process leads to increased effectiveness and a 25% to 30% decrease in operational costs

Customer and Broker Satisfaction

The accumulation of many small improvements adds up to a significant leap in customer and broker satisfaction, alongside an increase in trust.

Claims Leakage

Leakage can present itself in many ways in the claims function. Effective automation and claims process transformation can tackle unintentional over-payments by refining the loss assessment process e.g. leveraging AI against video inspections to estimate loss quantum or via automated supplier management, enforcing strict service levels and rate cards, ensuring value for money is maintained in claim settlement costs.

Leakage via Fraud

Machine learning and advanced analytics can quickly identify claims likely to be fraudulent or exaggerated and protect the insurers bottom line, whilst also enabling premiums to be kept at a competitive level.