

CLIENT

Leading Global Multi-line Insurance Provider

DEPLOYED

within 32 days

DESCRIPTION

Deployed AI-powered claims automation - digitizing submissions, accelerating adjudication, and updating systems of record globally with regulatory compliance.

THE IMPACT

3X

FASTER SETTLEMENT FOR
LOW-COMPLEXITY CLAIMS

99%

ACCURACY IN
DATA EXTRACTION

40%

REDUCTION IN LOSS ADJUSTMENT
EXPENSES THROUGH AUTOMATION

CHALLENGE

The insurer’s multi-line claims operations - spanning health, auto, property, and specialty - were constrained by manual, document-heavy workflows. Provider invoices, medical records, repair bills, and police reports arrived as PDFs or scans, forcing handlers to manually rekey data into fragmented systems of record. This drove up loss adjustment expenses (LAE), extended cycle times, and created compliance risks, while limiting scalability during surge events.

THE SOLUTION

Unframe deployed an AI-powered claims automation solution that digitizes and validates unstructured submissions, auto-updates systems of record, and applies AI-based fraud and compliance checks. Routine, low-complexity claims flow through straight-through processing (STP), while exceptions are flagged for adjuster review. The carrier achieved faster adjudication, reduced leakage, stronger regulatory compliance, and improved policyholder satisfaction across global lines of business.

“With AI-powered automation, our policyholders receive faster, reliable settlements, and we’ve significantly reduced LAE. Routine claims now flow straight-through, freeing our adjusters to focus on the complex cases where judgment really matters.”

Group Chief Claims Officer, Leading Global Multi-line Insurance Provider