

## Workflow based automation for Insurance Claim Process



### CHALLENGES

- Manual processing of Insurance claims using excel files is very time consuming.
- Customer dissatisfaction due to the delay in claim processing



### SOLUTIONS

- Application development services team built a web application so that every branch can directly process the claim requests and send suitable requests to the Central Processing Centre.



### ACTIVITIES/PROCESSES

- Application allows the branch staff to capture details of claims with auto population of fields based on URN, customer loan account and insurance policy.
- All the eligible claims will get reviewed by CPC(Central Processing Centre).
- Claim processing at CPC is auto assigned based on a logic to available CPC agent and reassignment option is also available for admin users if needed.



### BENEFITS

- Turn around time for claim processing reduced from 3-5 days to 1 day.
- 4 times productivity improvement.
- Removal of duplicate claims.



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