
Let us handle your claims for you!

Save time and money while increasing your
customers satisfaction with LISA Claims



Claims settlement processes cost time and money to insurance carriers. But they don't have to. Artificial intelligence and disruptive technologies can turn a complex and expensive process into something simple and fast.

Would you be interested in a solution that can reduce settlement times in 80% and operational costs in 60%? We bet you do.

So lets talk about LISA Claims!



LISA Claims was born out of the need to speed up claims settlement processes, reduce costs and cycle time, while also increasing customer satisfaction. It can control and manage all claims settlement processes thanks to the use of artificial technology, guaranteeing security, better operational efficiency and greater satisfaction of the insured.

“ **With LISA Claims we want to help you transform tasks that previously depended on human labor into automated tasks, using our Artificial Intelligence solutions.** ”

Our automaton, **Homero**, developed by the team of experts at LISA Insurtech, not only parameterizes and understands all the rules that an analyst today deals with and replaces them in an efficient and completely automated way but it also has the ability to learn, question, request more information and even ask for help.

And how can automatons understand the background and documentation? Simple. It does it through specialties. Natural Language Processing allows Homero to identify and classify all types of data and documents.

But what happens with images, key in many types of claims? Meet **Burns**, who specializes in visual recognition, analyzing photographs and videos that help the automaton understand the information provided by the insured and make a settlement decision according to the identified loss.

What are the three core principles of our tech?



We are flexible



We are scalable



We integrate easily



What branches of insurance do we serve?

We manage the claims settlement process in each personal line in the insurance industry and we know that different branches require different types of evidence. In the case of home and car we work with photographic and video evidence while in the case of life, health and personal accidents we mainly use bills payments and medical records.



**Health
Insurances**



**Life
Insurances**



**Home
Insurances**



**Credit Life
Insurances**



**Civil Liability
Insurances**



**Vehicular
Insurances**

How do we operate?

01. FNOL (First notification of loss)

In this first stage, the complaint is filed massively for allies or institutions, or individually by the insured.



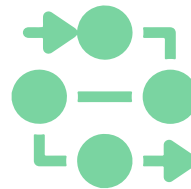
02. Analysis Stage

Our automatons, Homer and Burns, will identify the uploaded documents, validating the veracity of the data, detecting fraudulent or missing documentation, and extracting all the useful information.



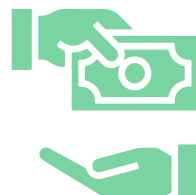
03. Adjustment Stage

LISA Claims will be in charge of updating the provision amount in the company's core and the insured will be notified in real time in each of the liquidation stages. So no more frequent calls from an upset customer asking about the status of the resolution. Win!



04. Payment Stage

To complete the payment, a form is issued that must be managed by the finance area or the payment gateway. LISA evaluates the NPS of the insured. *(Surprise! The fast and transparent resolution for your customer will leave him deeply satisfied).*



Our value offer

01. WE REDUCE THE LIQUIDATION TIMES

The liquidation time in SOAP-SOAT Civil Liability Insurance normally reaches 30 days. With LISA Claims it is possible to automate the liquidation process in just 2 minutes, guaranteeing security, operational efficiency and optimal attention to the insured.



02. WE REDUCE OPERATIONAL COSTS



Portfolio management involves a large chain of intermediaries. Thanks to LISA Claims it's possible to reduce 60% of operational costs, guaranteeing operational efficiency.

03. WE INCREASE YOUR NPS

At the time of contracting an insurance, the client's satisfaction is really put to test the moment they have to actually raise a claim.



Did you know that the Net Promoter Score (NPS) in Latin America only reaches 36%?

LISA Claims will allow you to reduce friction, the number of requests to the client for additional documentation and deliver a quick and effective response.

04. FRAUD DETECTION

67% of executives in America say that the fight against fraud in their companies is based more on the instinct of those involved than in the use of automated processes.



Fraud prevention is an issue that directly affects the operation of claims. LISA Claims makes it possible to filter suspicious behavior and gives early warnings that could lead to painful fraud.

05. REGULATORY COMPLIANCE

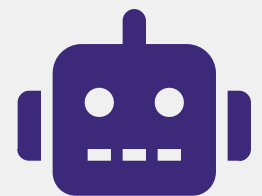


In the liquidation process it is always important to maintain control, not only operational but also in the regulatory field. That is, where based on an agreement to the different regulatory provisions, companies are required to account for the affected portfolio and deliver individualized information on each operation.

Since we understand the importance of maintaining an operational and regulatory control, LISA Claims allows you to follow the corresponding regulations, delivering the information of each operation through reports.

06. INDEPENDENCE OF MANUAL PROCESSES

Traditionally, the insurance industry has relied heavily on the manual processes of adjusters, analysts and other intermediaries, without interconnection or automation of their different processes.



Our commitment is to **guarantee the end of manual operations and intermediaries that lengthen the wait for settlement.** With LISA Claims you will be able to add significant value thanks to the interdependence of the processes, which will be reinforced by Artificial Intelligence and Blockchain.

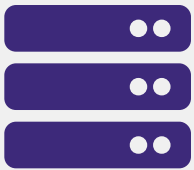
07. INFORMATION SECURITY

The insurance industry is going through the great challenge of giving more automation and innovation to its processes, and security is a key element when evaluating each proposed solution.



That's why cybersecurity is one of our priorities. Our architecture and protocols comply with the standards to offer and guarantee the necessary trust in each client. How can we do that? In one word: blockchain.

08. INFORMATION ACCESSIBILITY



We allow immediate access to the information stored within the platform, considering the security protocols, individualizing the entries and limiting access to the corresponding role.

09. REPORTING AND COMMUNICATION CHANNELS

LISA Claims can not only connect to the different complaint channels but it's also able to integrate its own through the web or even WhatsApp, allowing the insured to follow the process of their claim quickly, at any time and from anywhere.



What are you waiting for to learn more and streamline your processes with cutting-edge technology?

[Schedule your DEMO](#) or contact us through our website www.lisainsurtech.com



**ACCELERATE YOUR PROCESSES WITH
CUTTING-EDGE TECHNOLOGY!**

SCHEDULE YOUR DEMO WITH US!