

# INSURANCE CLAIMS SOLUTION



## PROBLEM?



Fraud continuously growing in South African Insurance industry.



More sophisticated and smarter to filter through companies' fraud detector mechanisms.



Estimated that fraud costs the short term industry more than R4 billion per annum.



Released statistics show a rising trend in commercial crimes reported.



Motor insurers expect 25%-33% of all motor insurance claims to be suspicious and potentially have an element of fraud in them.

## SOLUTION

**XTND's Integrated Claims Verification Process to identify fraud trends and claims to safeguard honest policyholders.**

### HOW?



Insights and Data Analytics



Layered Voice Analysis



Information gathering, checks and verifications by industry and demographic experts



Interviews by certified fraud examiners



Adherence to treating customers fairly



### BENEFITS

- > Policy Protection Rule Adherence
- > Access to sophisticated technology
- > Legal specialists
- > GDPR compliant
- > Cost effective solution
- > Access to specialized analytics and verification skills
- > Mitigate claims cost leakage