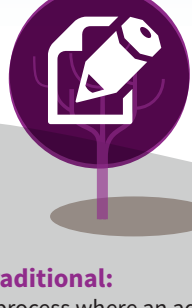


# Could the Future of Claims be Touchless?

We asked **senior executives across 24 P&C carriers** to share their views about the future of claims automation and its integration into their claims processing workflow to manage non-complex claims. Claims processes were divided into four categories and carriers were set into three segments.

## Claims Handling Processes

### Traditional



**Traditional:**  
A process where an adjuster goes into the field, inspects the vehicle or home and prepares an estimate.

### Fast Track



**Fast Track:**  
An expedited claims handling process with minimal insurance employee involvement. An example would be a direct repair claim.

### Virtual Claims Handling



**Virtual Claims Handling:**  
A process where a customer or vendor captures damage via photos or streaming video; a claims adjuster conducts the damage assessment remotely.

### Touchless Claims Handling



**Touchless Claims Handling:**  
In this process, a claim is reported electronically. Technology is used to capture damage or invoices, run a system audit, and if the claim meets approved criteria, the claim is paid electronically.

## Carriers

### Traditional



**Traditional**  
Relies heavily on in-field inspectors for non-complex claims. May be using Fast Track, but not using or considering Virtual Claims Handling

### Semi-Forward Leaning



**Semi-Forward Leaning**  
Using traditional in-field and Fast Track. Also using or is considering Virtual Claims Handling

### Forward Leaning



**Forward Leaning**  
Using Fast Track and Virtual Claims Handling while also considering Touchless Claims Handling

Examining the claims handling landscape, all carriers use a Traditional Claims approach but the majority have implemented Fast Track and are beginning to implement a Virtual Handling approach.

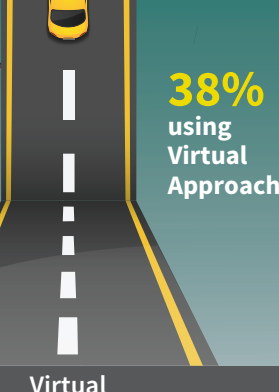
## The Road to Touchless Claims



Traditional, Field Inspection Approach



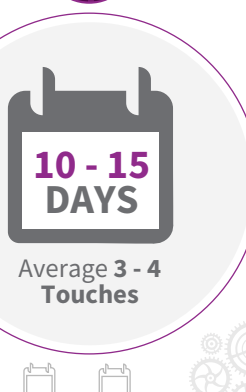
Fast Track Approach



Virtual Approach

Respondents taking a more automated approach are experiencing significantly lower cycle times.

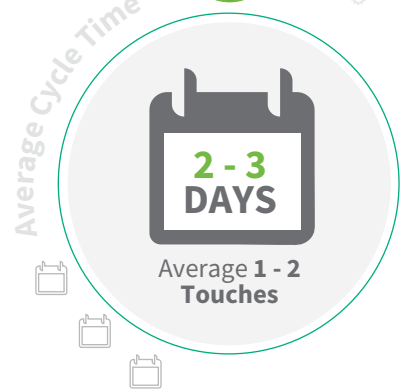
### Traditional Approach Users



### Fast Track Approach Users



### Virtual Approach Users



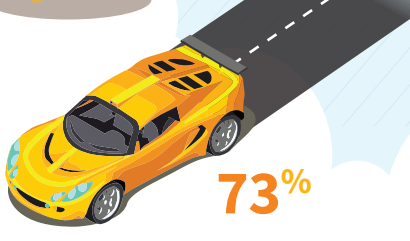
Respondents are choosing Virtual Handling to enhance the customer experience.

### Fast Track Processing

### Virtual Claims Handling



Chosen for: Faster Cycle Times

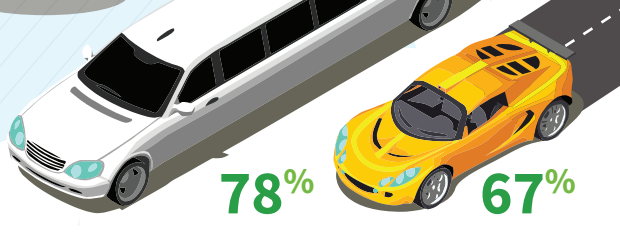


73%

Benefits Experienced



Chosen for: Enhanced Customer Experience and Faster Cycle Times



78%

Benefits Experienced



Reduced LAE



Improved Customer Experience



Resource Efficiencies



Less Customer Friction/Better Retention



Reduced LAE

Respondents who are already utilizing virtual claims processes are more open to a touchless claims approach.

Heavily Manual

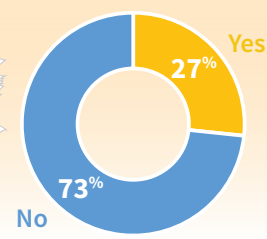
Progression Towards Claims Automation

Fully Automated

### Traditional, Field Inspection Approach



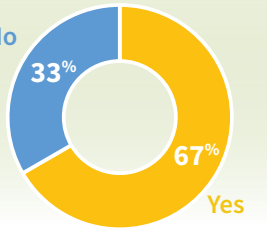
Fast Track Approach Users



Are you considering or open to Touchless Claims Handling?

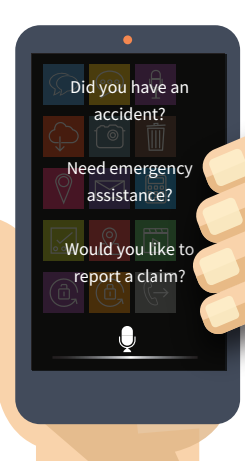


Virtual Handling Approach Users



Are you considering or open to Touchless Claims Handling?

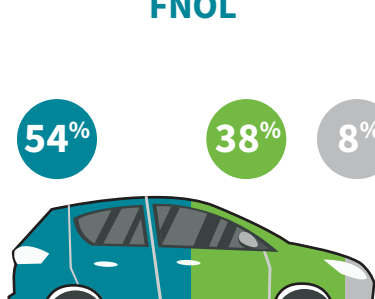
### Touchless Claims Approach



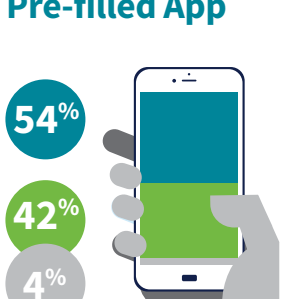
Respondents expect the use of self-service options will increase over the next 5 years, driven initially by tech-savvy millennials, but eventually adopted by others.

Significantly Somewhat Not at all

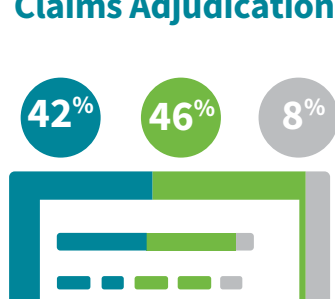
### FNOL



### Pre-filled App



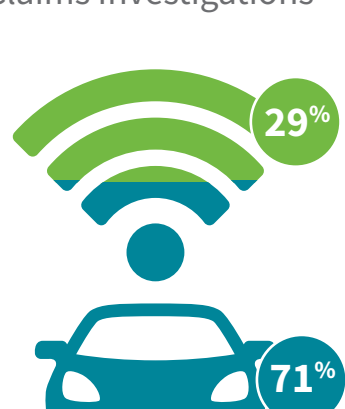
### Claims Adjudication



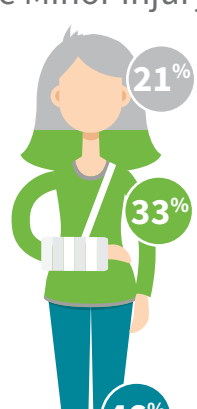
All respondents believe telematics data will be used in claims investigations within the next 5 years; most believe that data and analytics will be used to automate minor injury claims within the next 3 to 5 years.

Significantly Somewhat Not at all

### Telematics Data Being Used in Claims Investigations



### Data & Analytics Being Used to Automate Minor Injury Claims



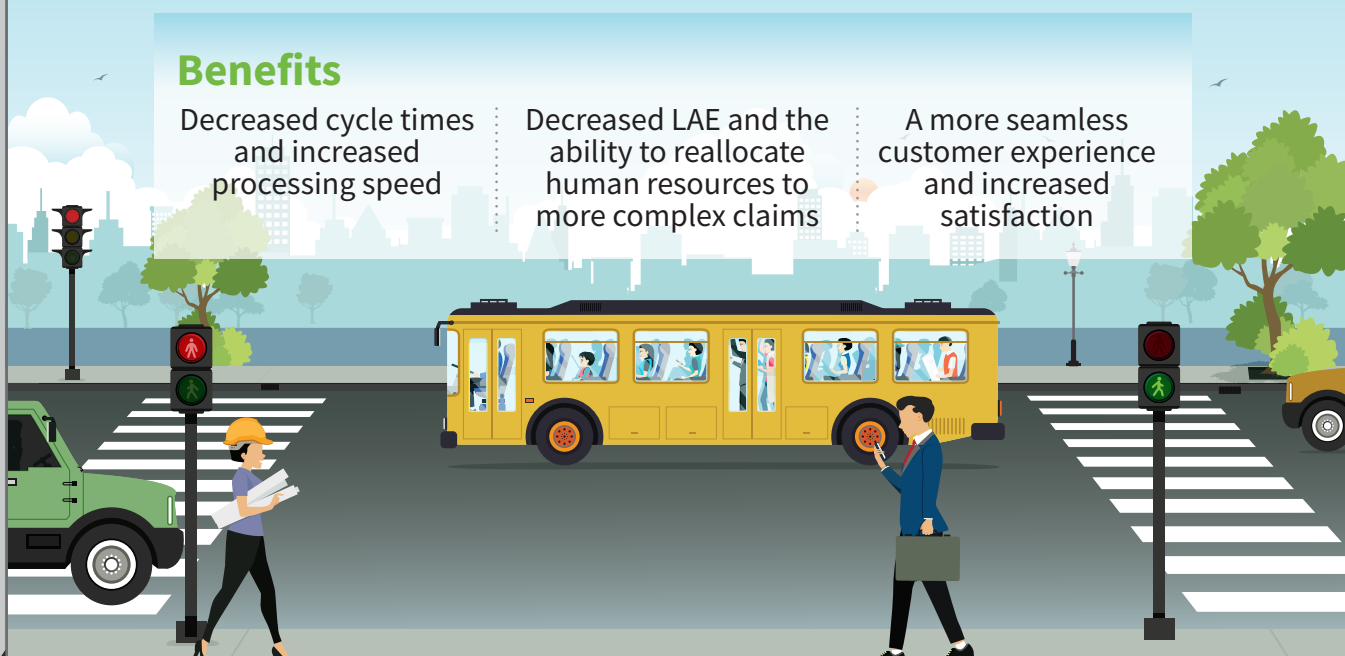
Respondents expressed increased customer satisfaction, decreased expenses, lower cycle times as benefits of claims automation.

### Benefits

Decreased cycle times and increased processing speed

Decreased LAE and the ability to reallocate human resources to more complex claims

A more seamless customer experience and increased satisfaction



To download the Future of Claims: Touchless Claims whitepaper, visit [lexisnexis.com/futureofclaims](http://lexisnexis.com/futureofclaims)