



Speed, efficiency, transparency: Improving claims processes

IIZ WINTER SCHOOL 2022

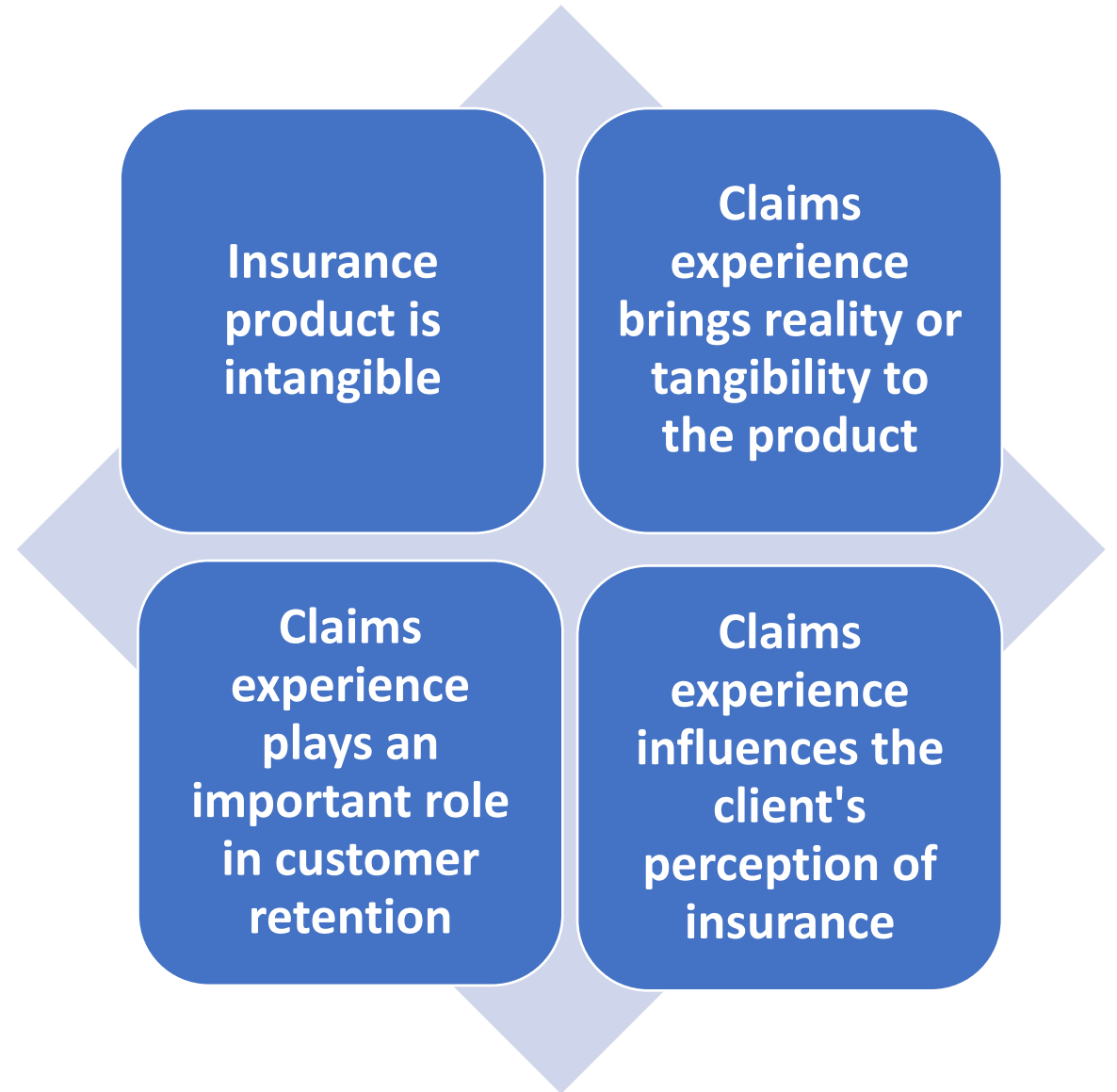
PRESENTER: CLEMENTINE CHINYUKU

AGENDA

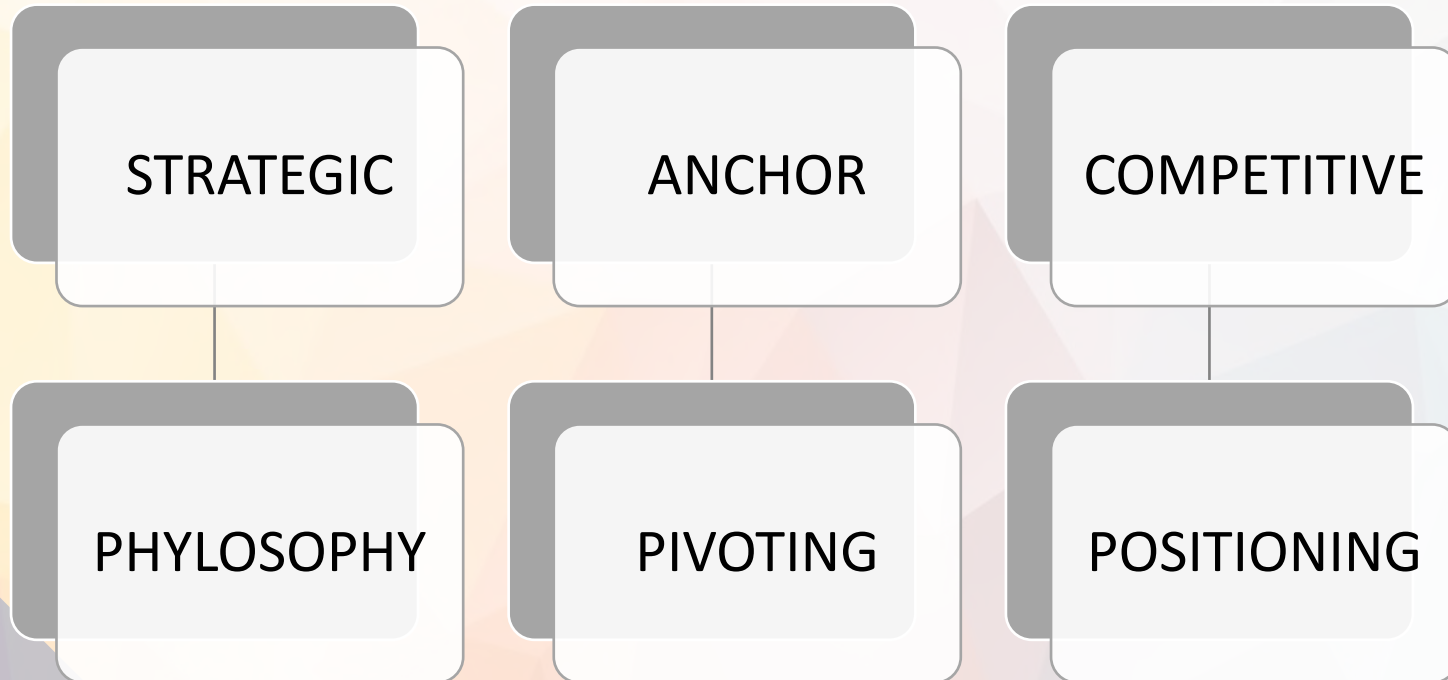
- **SETTING THE SCENE**
- **THE EXPECTATIONS**
- **DRIVERS**
- **BENEFITS**
- **EXAMPLES**
- **WINDING UP**



THE SCENE



Claims



THE CLIENT NOW

- Knowledge
- Access to information
- Technology
- Choices
- Time conscious
- Demands : attention, convenience, trust



**SPEED
LIMIT
50**





EFFICIENCY

TRANSPARENCY



SPEED,
EFFICIENCY AND
TRANSPARENCY
DRIVERS

CULTURE

PROCESSES

SYSTEMS

PEOPLE

COMMUNICATION

BENEFITS

REPUTATION

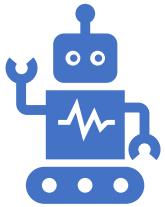
COMPETITION

REGULATION

COSTS

CLIENT

REVENUE



EFFICIENCY

Drones, satellites, automation,
online, real-time, networks



SPEED

Telematics, data, video imagery



TRANSPARENCY

Chatbots, call centers, message
alerts

"The great aim of education
is not knowledge, but
action."

Herbert Spencer