Swiss Re

Ops Efficiency vs Insights

Impact of Claims Ops Automation on Management Insights

Swiss Re's Claims Environment

P&C Reinsurance	Workload	Resources	Automation	Challenges

P&C Reinsurance

4m claims
20m docs

50K FNOLs, 1m Docs

Workload

~150k live claims

350k claim processes
600k ledger entries

170k Governance
Approval Sign-offs

Resources

~350 Ops overall
(Claims + TA)

~130 Claim
Managers

Automation

50%

79%

Challenges

- Large variation in doc formats, layouts, languages
- Complex contract structures
  => data distortions

- Fragmented claim data (banana slice effect)
- Quality of historical data (migrations, missing UW records)

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Claims Operations − Striving for Efficiency

350k Claim Processes 600k ledger entries	Detect Intent	Digitise Where Possible	Automate Where Feasible

~150k live claims

50K FNOLs, 1m Docs

Workload

WHY

- Select optimum workflow path
- Assign processing priority

- Map to known partners / contracts / claims
- Restructure docs to common layout

- Verify policy conditions
- Populate ledger entries
- Enforce governance consistently

HOW

Document Classification
- Pattern matching
- Natural Language Processing (NLP)
- genAI

Data Extraction
- Reading XML structures (eBOT/eCOT messages)
- Template recognition and mapping
- genAI

Interface to PAS/Workflow
- Robotics (RPA)
- Ruschlikon modules (XML/JSON)
- Claim Management UI

100%   **~80%**   **~50%**

Claims Management – the Insight Challenges

Overall Claim Liabilities

What we "know"
(95% of individual claim data)

60% PROP TTY Facility

40% NPROP TTY FAC

Where most of our liabilities lie (5% of individual claim data)
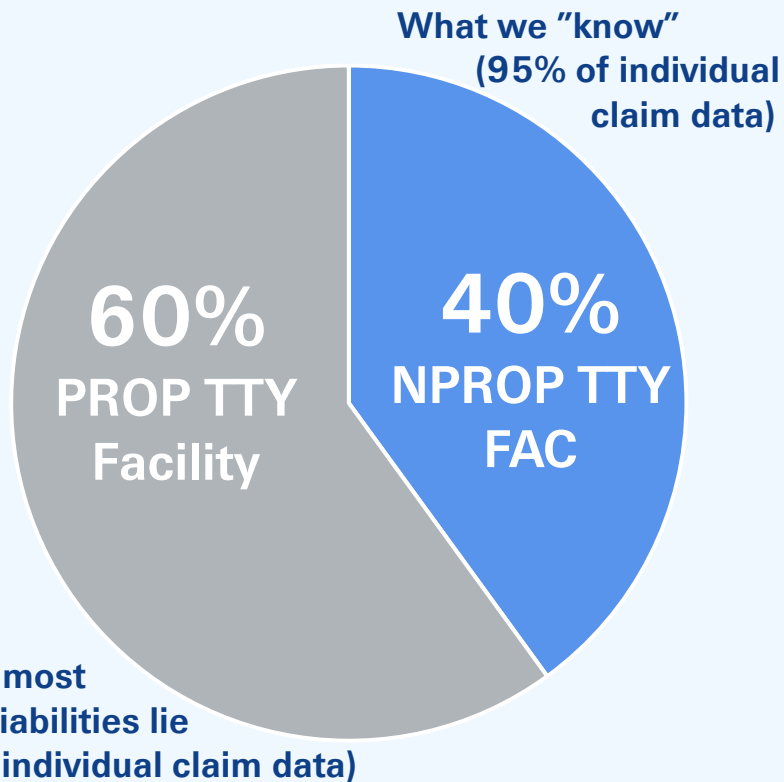
- Individual Claim Data from <u>Administration</u> system heavily skewed towards Non-PROP TTY, FAC business

- Data capture is biased towards (efficient) <u>Administration</u>, rather than <u>Insight Generation</u>

- Contextual information relevant to Claims Management is locked inside largely unstructured media (incoming documents, external sources, etc.)

- Significant variation on what is important for specific markets / lines of business / analytical requirements

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Swiss Re's Approach – a Separate Insight Generation Pipeline
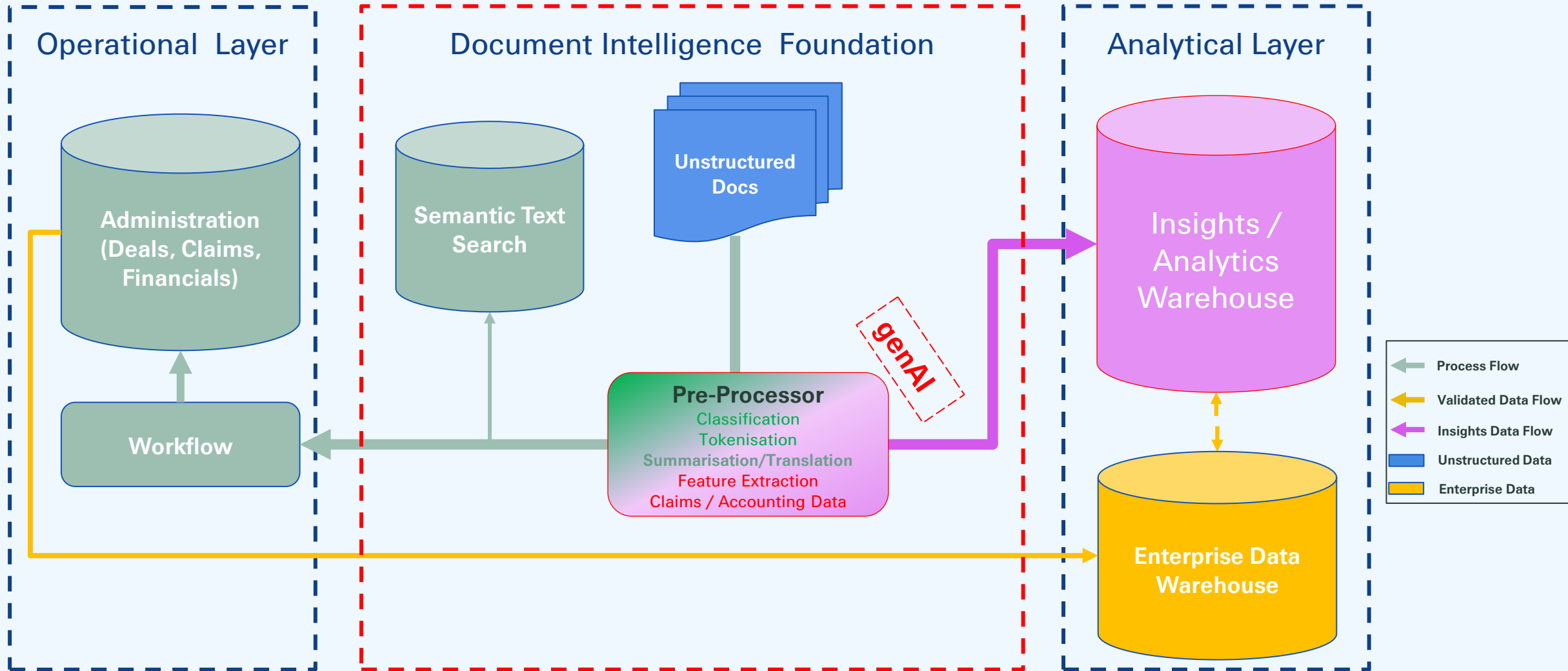
Case Study – "Man Bites Dog"

Claims Administration

Insights Generation

Casualty XoL TTY

Shooting at Apartment Complex

Cedant A

Multi-Line XoL TTY

Shooting at Apartment Complex

Cedant B

Operational Data

Semantic Search

Casualty QS TTY

Gun

Gun fired

Firearm discharged

Shooting in parking area

Cedant C

Grounds for Claim: *Alleged negligence in duty of care*

Proximate Cause: *unimproved / malfunctioning security measures*

Client Claim File Audits

Root Cause: *Unclear original policy wording re security measures in place*
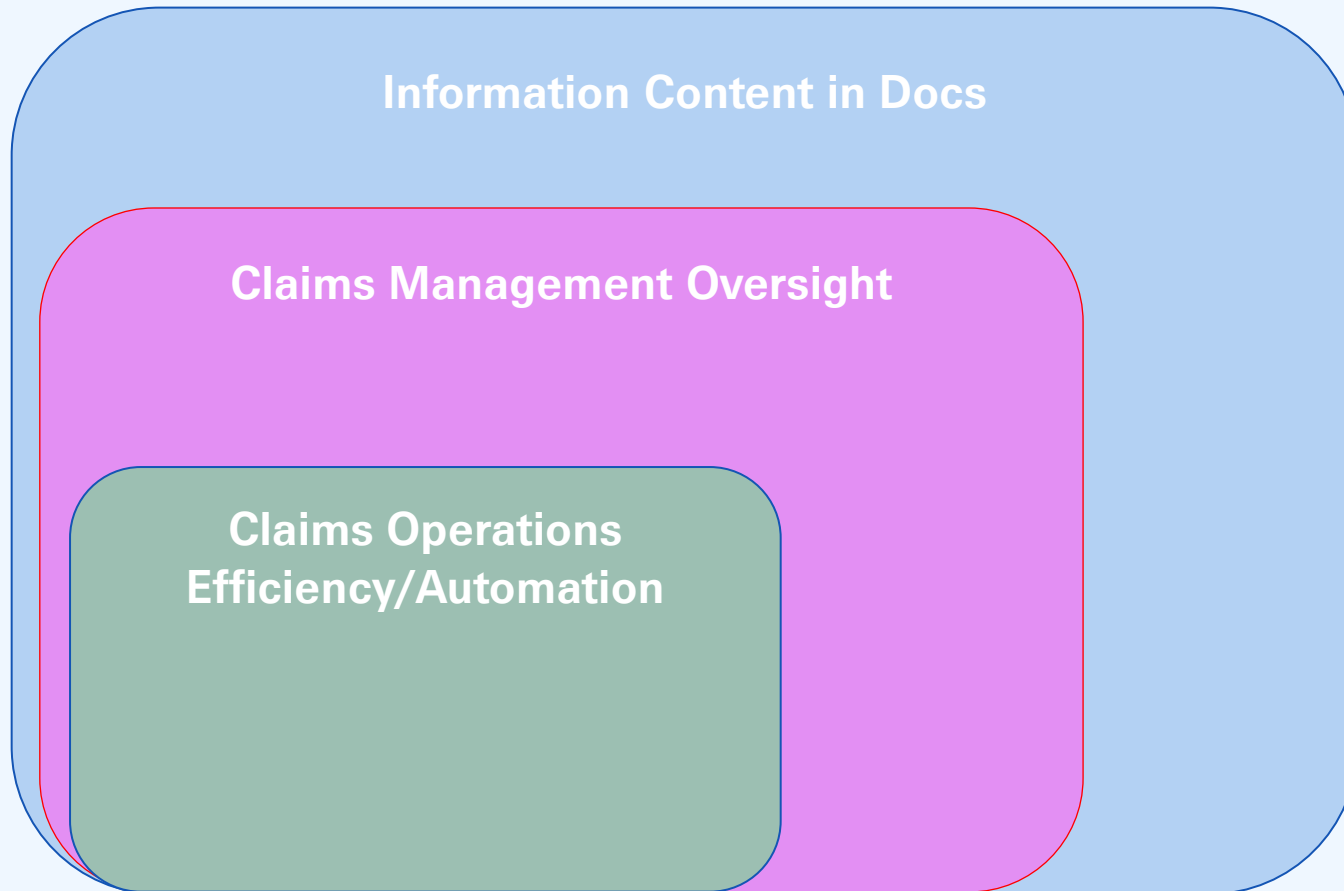
Loss Consequence: *severe injury to 3rd party*

Extracted Feature Analysis

Claimant: *non-resident involved in the shooting*

What ⟶ **Why**

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Take Away

Information Content in Docs

Claims Management Oversight

Claims Operations Efficiency/Automation

Thank You!

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