

International Conference on Insurance Claims Conference

NatCat claims and modern technologies used in loss adjusting in these cases

Carlo Tozzi Spadoni
Bucharest, 29th May 2024



MODERN TECHNOLOGIES USED IN LOSS ADJUSTING

- Drones;
- Laser Scanners;
- Remote Video Expertise;
- Artificial intelligence.

DRONES

The use of drones to survey loss sites, provides for a quick, safe, and efficient solution to assess the extent of damages and plan for safety and repair operations, reducing exposure and H&S risks also for loss adjusters.

- **Rapid detection:** Drones can be deployed quickly to fly over areas affected by disasters such as earthquakes, floods, or fires. A detailed aerial view of damages can be provided quickly and efficiently, enabling emergency teams to assess the situation and plan rescue operations.
- **Access challenging areas:** Drones can access challenging or hazardous areas. They can fly over – or inside - dangerous buildings (e.g.: hail-damaged roof, access to hazardous building, residential centers, inspection of dams, etc.) or flooded areas without endangering human life.
- **High-resolution images:** Equipped with high-resolution cameras, drones can capture detailed images.
- **Infrared cameras:** allow real time detection and monitoring of anomalies on photovoltaic systems and other electrical equipment/facilities as well as leakages from pipelines.

- **Personnel safety:** Using drones to assess damages reduces personnel risk, especially in dangerous or unstable circumstances.
- **Affordable costs** - Purchase and operating costs (e.g.: license, insurance) - in recent years - have become quite affordable;
- **Portable equipment** - Sophisticated equipment remarkably of small size and with a good battery life (20 to 30 minutes) make them easy to carry and readily available;
- **Fewer restrictions** - There are now less restrictions in Italy and can be used in numerous areas.

DRONES



LASER SCANNERS

Laser scanners offer a number of advantages especially on fire surveys, from planning of safety measures to damage assessment and root cause analysis, notably through:

- **Detailed mapping:** It can generate a detailed 3D map of the premises, including structural details such as doors, windows, stairs and corresponding contents.
- **Damage analysis:** Following a fire (before premises are altered), the laser scanner can be used to assess damage to the building and contents. It allows measurements to be made into 3D models.
- **Forensic investigation:** In cases of arson or accidental fire, the laser scanner can record data for forensic investigation, providing an accurate record of the condition of the environment. This can be valuable in determining the cause and origin of the fire.
- **Costs:** Fairly high cost yet (depending on features);
- **Size:** Typically, this is a medium-sized equipment.

[Link](#)

The use of video expertises to assess losses can be useful in managing frequent claims mostly for damages in/to buildings, thanks to:

- **Remote damage analysis:** Video expertises allow Loss Adjusters to examine damages without physically traveling to the loss location.
- **Reduction in cost and time:** By using video expertises, costs and time associated with claims handling can be reduced by eliminating travelling and reducing waiting time for physical inspection of damage.
- **Damages recording:** Video expertises capture a detailed visual record of damage to assets.
- **Data storage and sharing:** Video recording can be easily stored and shared with all involved parties, including policyholders, Insurers, and other professionals involved in handling the claim. This ensures complete transparency and accountability of the loss assessment and indemnification process.

How can artificial intelligence be useful to loss adjusters? E.g.: through:

- **Process automation:** Artificial intelligence can speed up many repetitive and manual tasks, such as claim data collection and analysis, damage assessment, and documentation management. This reduces claim processing time and improves the overall operational efficiency.
- **Damage assessment:** Using machine learning algorithms, AI can assess damage to insured property rapidly and accurately by analyzing images, sensitive data, or other available information. This helps determine the extent of damage and determine claims more accurately.

- **Fraud prevention:** AI algorithms can be used to detect fraudulent patterns or suspicious behavior in claims by analyzing patterns in the data and identifying anomalies likely to indicate insurance fraud. This helps reduce fraud related losses and improve risk management.
- **Resource optimization:** AI can help optimize the allocation of human and tangible resources to manage claims more efficiently. By analyzing historical and real-time data, AI can determine priorities for action and allocate resources based on the specific needs of each claim.
- **Customization of services:** Using data analysis techniques, AI can create individual customer profiles and customize claims management services according to their specific needs and preferences. This helps to improve the overall customer experience and enhance trust within the Insurer.

 charlestaylor.com

 Charles Taylor

 @CTcharlestaylor

 @CTcharlestaylor

Disclaimer: This presentation is intended to provide a general update on its subject matter and is for guidance purposes only. Nothing in this presentation shall constitute legal or other advice and should not be relied upon as such. Any information within this presentation referring to statute, law, regulation, guidance or any other publication should not be regarded as a substitute for reading in full and seeking professional advice on the relevant statute, law, regulation, guidance or other publication and any amendments to such documentation from time to time. Charles Taylor shall have no liability for any loss arising from any reliance on the information provided in this presentation.