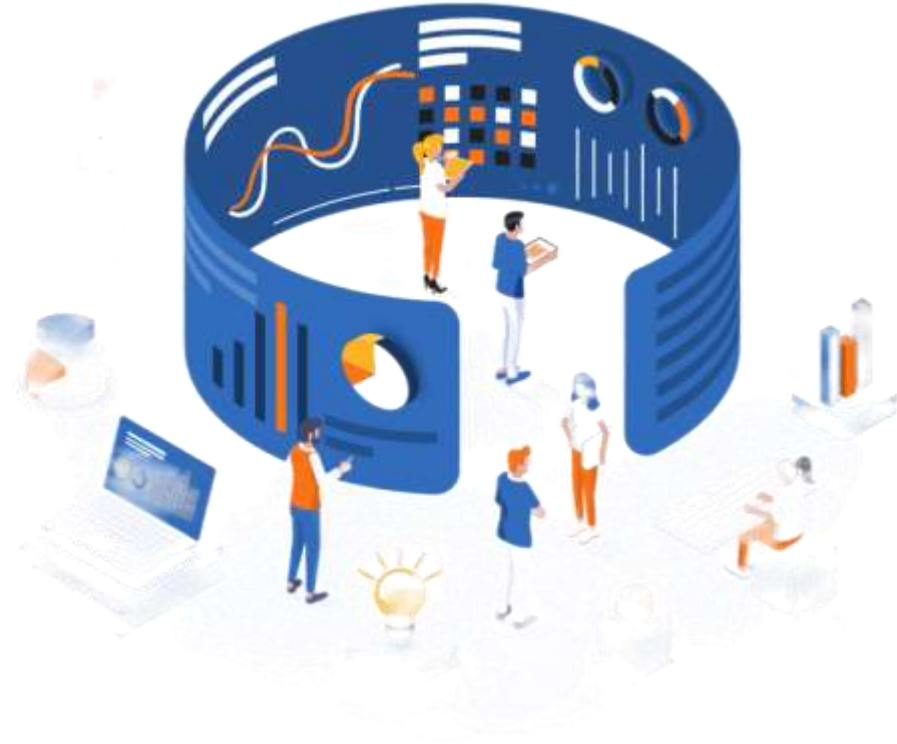


# AI in Action: Enhancing Risk Assessment and Claims Management

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## True Story

**Client:** from Eastern Europe

**Claim** type: flood

**Time to settle:** 20 days



How long does it take your team to process such a claim today?

# The Risk & Claims Paradox

| TRADITIONAL INSURANCE                                                                                                                          | AI-ENABLED                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>● Historical Data</li><li>● Paperwork</li><li>● Static Risk Models</li><li>● Manual Processing</li></ul> | <ul style="list-style-type: none"><li>● Real-Time Data</li><li>● Insights</li><li>● Dynamic Risk Scoring</li><li>● Automated Processing</li></ul> |

# AI in Risk Assessment – Demystified

## Telematics

for personalized auto risk

## Satellite imagery

to assess wildfire or flood exposure

## Wearables

to adjust health premiums based on real behavior



# AI in Risk Assessment – A Customer Journey



## **Application Received**

*Ana send pictures from inside of her house*



## **AI Enrichment**

*AI pulls additional data, based on the items Ana wants to insure*



## **Dynamic Risk Pricing**

*Instead of rejecting or applying a blanket premium, the AI offers tiered pricing — and recommends incentives (e.g., reduce premium if security system is added).*



## **Policy Issued in Minutes**

*Personalized pricing, better risk control, customer feels seen and supported — not just assessed*

# AI in Risk Assessment – A Customer Journey

The screenshot displays the WCA2WORLD insurance policy management interface. On the left, a sidebar shows navigation options like 'Home', 'Policies', 'Claims', 'Reports', and 'Settings'. The main area is divided into two panels. The left panel lists several policies, each with a 'Policy ID', 'Policy Name', 'Status', and 'Action' buttons. The right panel shows a detailed view of a selected policy, including a 'Policy Details' section with a 'Policy ID' and 'Policy Name'. Below this, there are sections for 'Personalized Considerations' and 'Recommendations'.

**Personalized Considerations:**

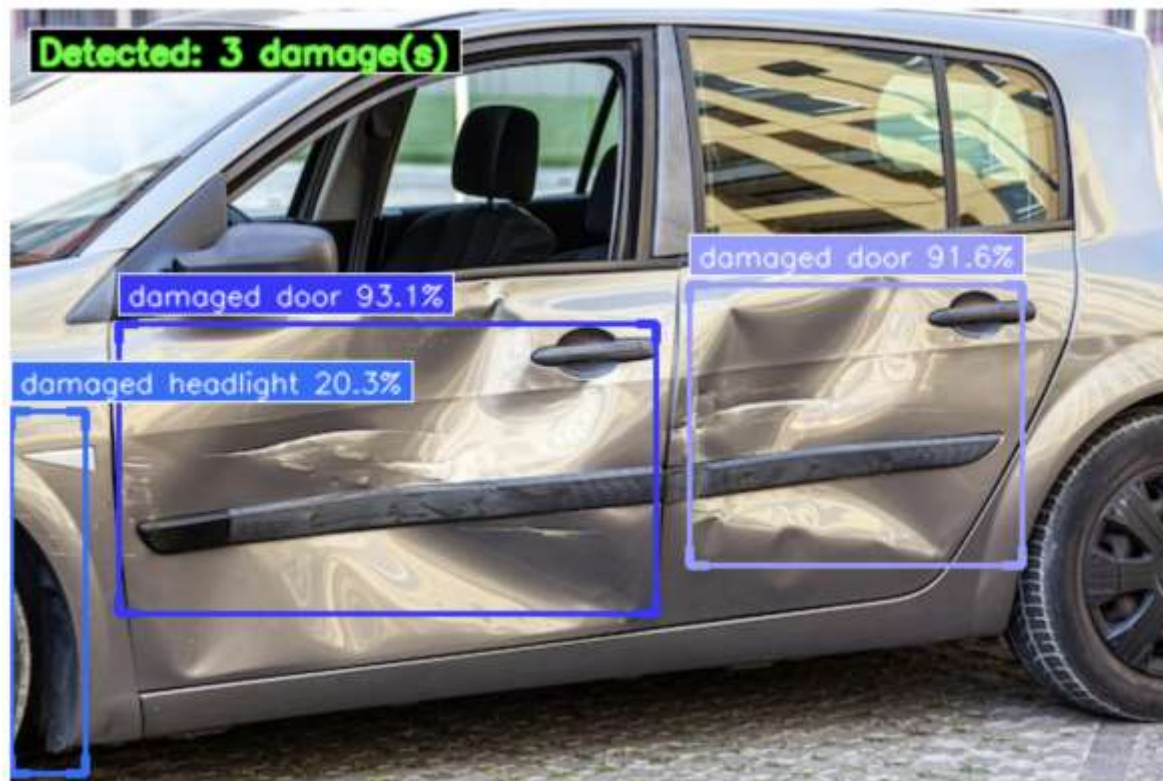
- **Age of the TV:** Ensure the coverage amount reflects the current market value.
- **Location:** Consider risks specific to the area (e.g., high theft rates, natural disasters).
- **Deduction Options:** Choose a deductible that balances premium costs with out-of-pocket expenses in case of a claim.

**Recommendations:**

- Review existing home contents or travel insurance policies to see if the

## Use Case | Motor Claims

What AI sees when assessing a damaged car. It highlights dent depth, damage zones, even estimates the repair cost



## Case Study | Interactive Scenario

Let's test it together. You're the underwriter.

A small business, near a river, applies for insurance. No recent claims. Looks fine...

**What would you do —  
approve or decline the policy?**

### FLOOD RISK PREDICTION



SOIL MOISTURE



RAINFALL

**70%** FLOOD RISK  
IN THE NEXT  
12 MONTHS

# AI in Claims – Reimagined

**Claims are the moment of truth in insurance.**

And here, AI shines:

- FNOL via chatbot or WhatsApp
- Image recognition for vehicle damage
- NLP to scan reports
- Pattern recognition to flag fraud



# Car Claims – Before & After AI

A real case:

- **Before** AI: Avg. claim cycle – 12 days
- **After** AI: 2.3 days
- Cost savings: ~20%
- Customer satisfaction: +35% NPS increase



# AI + Human = Insurance Superpower

AI won't replace your underwriters or adjusters. It **augments** them.

The best results come from **hybrid models** — human empathy + machine accuracy.

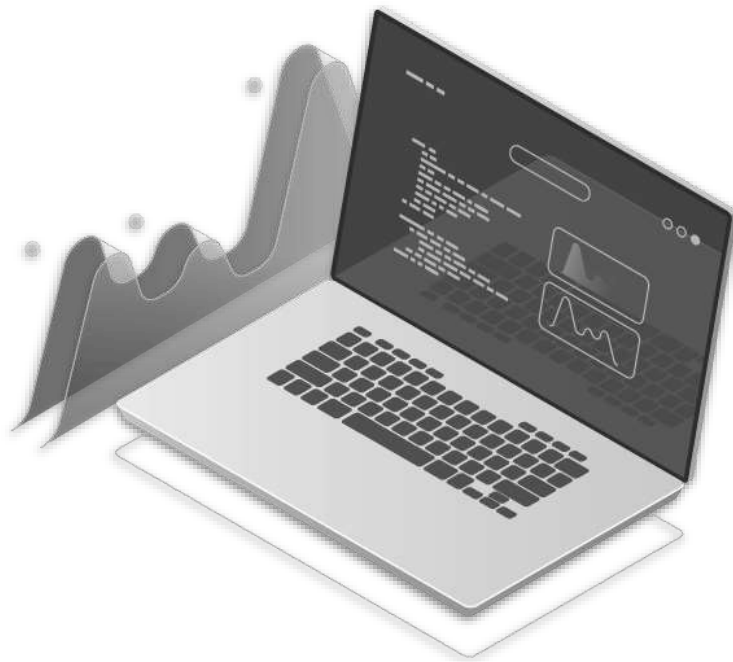
So the real question isn't '**Will AI replace me?**'  
It's: '**What could I do with the time AI gives back to me?**'



# Challenges Ahead

AI in insurance real challenges:

- Biased training data
- Over-reliance on black box models
- Resistance to change
- Regulatory complexity



## Key Takeaways

If there's one thing to remember:

AI in insurance is already delivering **speed**, **precision**, and **transparency**.

The winners in our industry will be those who build **trust** on top of it.

**MERCI**

**DZIĘKUJĘ**

**DANKE**

**БЛАГОДАРИМ ВИ**

**ΣΑΣ ΕΥΧΑΡΙΣΤΟΥΜΕ**

**გმადლობთ**

**THANK YOU!**

**TEŞEKKÜRLER**

**GRASCIAS**

**GRAZIE**

**MULȚUMESC**