

Claims Deep Dives

Create 'more moments like this'



Discover and unlock hidden value in your large inforce books. Our Claims Deep Dives sift through the complexity and help you apply the most effective solutions to your large claims portfolios. Best of all, you can improve financial performance of your inforce book, unlock stalled potential and create real value where you never thought possible.

How does it work?

Many insurers have large inforce books with a significant number of claims annually. The Claims Deep Dive is a meticulous review of large inforce portfolios to identify trends, anomalies and blocks of opportunities. They are used regularly to understand adverse experiences in a market and can impact pricing, underwriting practices and reserving. It can help you be more efficient, improve your ROE or unlock stalled potential.

solutions like revised fraud management practices, pinpointing better efficiencies, or improved risk management. Our solutions become so relevant and impactful that often they become a regular part of our clients' ongoing claims management process.

In some instances, findings have proven so insightful, that our partners have follow-up deep dives to further isolate areas where they can take action. In other instances, the greatest value is in helping to steer future business.

Impact

- Improved ROE
- Unprecedented data-driven portfolio insight
- Better claims management
- Streamlined administration
- Improved claims predictions: identify and monitor trends and drivers
- Increased accuracy for reserving, product development and underwriting

Our approach

From the start, we focus on solutions. By combining a granular data driven analysis with a holistic approach, we pinpoint targeted solutions that help you save time and money and help you to understand your portfolio like never before. Results may range from structural

Our team

We bring a strong combination of expertise including medicine, rehabilitation, data analytics, actuarial, behavioural economics, claims and accounting. Together they consult with you to help you:

- Identify opportunity
- Tailor and implement a holistic, bespoke claims management solution
- Build and promote a more pro-active claims management culture

Did you know?

Claims Deep Dives can help you benchmark your portfolio and gauge the effectiveness of your risk management changes and initiatives.

Real-life success stories

- In 2016 we were able to generate more than USD 18 million of additional value as a result of two solutions our clients implemented based on our deep dive process.
- One company discovered exactly how it was managing claims differently across two separate entities and used this insight to confidently integrate the two claims teams and preserve the best practices of both.
- Another insurer, used the deep dive process to 'back test' new definitions — essentially providing a virtual sandbox to test results and adjust their go-forward approach saving money and time.

Is there more potential hiding in your inforce portfolio? Contact your Swiss Re representative, and let's explore the possibilities together!

We're smarter together

