



Automated Insurance Solutions (AIS) Use Case: Life Insurance

Empathy Life understood the emotional burden faced by beneficiaries navigating the claims process after losing a loved one.

Finding and supplying necessary documentation, such as death certificates and birth certificates, often add to the stress and complexity of an already challenging situation.

By implementing Verisk's AIS, Empathy Life have developed a more supportive claims journey for beneficiaries with:

- Guided digital journey with clarity on required documentation
- Assistance on obtaining necessary certificates or records
- 24/7 communication flexibility outside standard business hours
- Streamlined claims process through intelligent automation

All of this was done using AIS's simple, no-code, drag and drop workflow builder that enables building bespoke, dynamic interactions with customers – alleviating the administrative burden on beneficiaries, and supporting them during a difficult time.

Not only has AIS enhanced customer satisfaction but also strengthened Empathy Life's reputation for delivering exceptional service during times of loss.

Find out how AIS can streamline your life insurance claims process through intelligent automation.

[Get in touch](#) to discuss how AIS can benefit
your business

