snapsheet

Delivering the Fastest Auto Claim Process

Snapsheet Claims platform powers Clearcover's end-to-end Clear Claims™ process and issues auto damage payments in record time

Challenge

The insurance landscape is held back by manual processes and cumbersome handoffs between multiple parties, which create bottlenecks at every touchpoint of a claim. It's no wonder that loss adjustment expense accounts for 10% of the $250 billion insurance industry, and some drivers have to wait weeks from their first notice of loss to receive payment via paper check. Auto insurers' top priority should be settling claims as fast as possible with the least amount of expense, meeting drivers' expectations for smooth coverage and payment experiences so they can quickly get back on the road.

Chicago-based insurtech leader Clearcover is committed to creating better insurance experiences, and the company envisioned an experience that would change the way people think about filing a claim. But in order to get there, Clearcover needed a like-minded digital transformation partner to help shift its operating model with a focus on optimized workflows.

Manual claims processes can take **weeks** from first notice of loss to settlement.

What Snapsheet Did

Clearcover turned to Snapsheet, whose touchless claims expertise and cloud-native platform would help them make auto claims more efficient through proper end-to-end digital transformation. While other insurtech solutions typically focus on point solutions or discreet capabilities, Snapsheet Claims platform automated manual adjuster steps within the claims process for Clearcover — fraud scoring, app-based FNOL, claim and exposure creation, coverage validation, appraisal assignment, customer status and communication, direct payment deposits, and reserve opening and closure.

Snapsheet fully implemented the Snapsheet Claims platform in three months, a process that can take years with other third-party integrators. Through testing and iteration, continuous improvements were made—from automating both large and small yet critical processes that are typically overlooked, such as internal task assignments, customer email notifications, and labeling.

"Snapsheet had been touting that auto collision claims could be done more quickly, even as fast as 30 minutes or less," said Kyle Nakatsuji, CEO and founder of Clearcover. "I agreed wholeheartedly and with additional testing and iteration, our teams made it a reality. We continuously uncovered and removed friction from the auto collision claims process to unlock a better, faster customer experience."

Instead of implementing a series of plug-ins and point solutions, Snapsheet and Clearcover set out to reimagine the claims experience from start to finish. Both companies questioned all aspects of the claims process and examined the associated workflows with an eye towards streamlining operations.

"Right off the bat, Snapsheet made it clear that nothing we needed was outside their scope, even if they had never built it before," said Matt Christopher, Senior Director of Claims, Clearcover. "Snapsheet had the means to automate emails and templating tools, and leveraged their platform expertise to reiterate their software and make it work."

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> **Kyle Nakatsuji**
> CEO and Founder
> Clearcover

Value Delivered

For Clearcover, implementing Snapsheet's technology also meant embracing the photo-based future of insurance claims. As the industry moves towards mobile and touchless eFNOL experiences, the ability to automatically assess and execute on photos of an event gives Clearcover a competitive advantage over other insurers.

As a result of this partnership with Snapsheet, Clearcover has developed Clear Claims™, the fastest and most efficient auto damage claim process and set a model for eliminating 80% of the billions of dollars in loss adjustment expense. By automating the adjuster process and every step of a claim lifecycle from FNOL to payment, Clearcover is cutting a manual, time-consuming process down to just minutes. Clearcover ensures an insurance claim no longer has to be an inconvenient process that drags on for days or weeks, and the promise of a nearly instant disbursement incentivizes drivers to provide their information as early as possible.
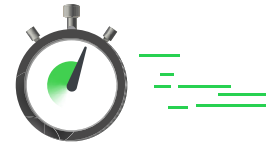
From digital submission to payment issuance in **minutes**.

Automating the adjuster process and every step of the claim lifecycle*

Customer Status Updates and Communication Throughout the Process

Your claim is eligible for expedited payment.

App-based FNOL

Fraud scoring

Claim and exposure created

Claim eligibility for touchless

Coverage validation

Appraisal assignment

Appraisal written and uploaded

Reserves established

Payment sent

Reserves closed

Claim closure

Claims process automated per current US regulations.

> ❝ Our work with Snapsheet was a true partnership grounded in our joint commitment to digital transformation. Partnering with Snapsheet has allowed us to implement the industry's smartest solutions to better serve our customers with a quality experience and affordable rates.

Kyle Nakatsuji
CEO and Founder
Clearcover

Powering the road to virtual and touchless claims

Request a demo

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