

enservio

# Straight Through Contents<sup>®</sup>



## Digitally transforming the contents claim experience

Enservio's Straight Through Contents<sup>®</sup> is an end-to-end contents claim solution, that can effortlessly guide the policyholder from inventory capture straight through to settlement in real-time.

Straight Through Contents streamlines the contents claim process by automating low-risk claims and providing accurate settlement. Utilizing Innovation and Artificial Intelligence, Straight Through Contents expedites claims to meet customer expectations with option for simple on-demand access.



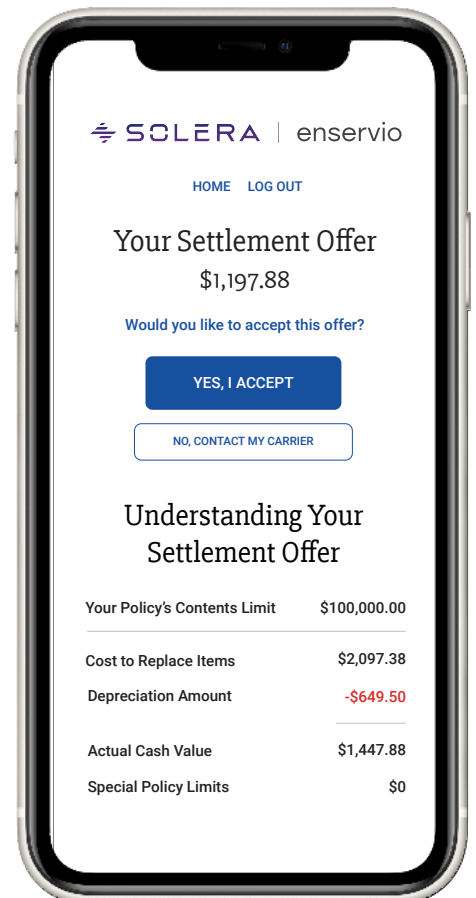
Expedites claim processes and increases efficiency



Improves claim accuracy



Enables and empowers policyholders through self-service



Mobile friendly. Access via URL.  
(no app required)

Call **888.567.7557**  
or visit **enservio.com**

## Carrier benefits

- ✓ Optimize claims handling
- ✓ Reduce cycle time by 33%
- ✓ 50% reduction in LAE
- ✓ Claim accuracy improvement
- ✓ Claim system integration
- ✓ Offer your policyholders a digital no touch claims submission and online settlement process

## Policyholder benefits

- ✓ Self-service option
- ✓ Claim process transparency
- ✓ Ease of use
- ✓ Downloadable settlement report
- ✓ Intuitive Guided Instructions

## How it works



FNOL



Inventory creation



Business Intelligence



Settlement

## Key product features

### AI powered rules logic

Expedites claim processing for accurate settlement and automated low-risk claims in real-time. Claim thresholds are determined by your organization.

### Up-front fraud language

Fraud language is presented in the first stage of inventory creation, which has been proven to promote honesty and decrease fraud.

### Item and claim attachment

Easily upload attachments to the claim at the item level to clarify the nature of lost items.

### Key claim process notifications

Notifications to provide transparency and keep policyholders informed of next steps, submittal and acknowledgment.

### Onboarding steps

Steps covering how to create inventory, add attachments, submit a claim and explanation of settlement.

### White labeled solution

Tailor to your organization's look and feel by customizing Customer Portal's colors and branding.

### LiveChat

Support teams available to assist policyholders with questions.

### Settlement report

Downloadable settlement report for accurate and defensible settlement.

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