



## Remote Inspection Solution — Next generation claims reporting

Munich Re’s innovative Remote Inspection Solution speeds the process of recovery for policyholders’ property losses. A smartphone (compatible with IOS and Android devices) and simple-to-install software is all that is needed to get started. The benefits? An improved experience for policyholders, an expedited inspection process, and cost savings for insurers.

### Claim inspections have never been this easy

Imagine a policyholder calling in a claim, whether it be property or automotive related. Within minutes, the policyholder is connected to an app on their smartphone with the help of a claims adjuster. The app lets the policyholder record damage on the spot, enables a claims adjuster to view the video or photo(s) — as well as capture inspection report notes — and even fully settle a claim the same day in many cases.

Underwriters can also use this solution to expedite the underwriting inspection process.

The Remote Inspection Solution is “custom-designed” to help you manage your claims and underwriting inspections by:



#### Elevating the customer experience

Within minutes of downloading an app on their smartphone, customers can connect with a claim’s inspector, sharing not only images of their loss, but also their questions and concerns.



#### Expediting the inspection process

A claim can be settled in the same day (in many cases) with fast, comprehensive, custom reports and photos to document the loss. This tool expedites the underwriting inspection process by eliminating the need for a third party to conduct the inspection.



#### Reducing overall claims/underwriting costs

Reduces travel time and expenses, while maximizing valuable inspector resources.



#### Offering tiered pricing to accommodate your specific business needs

Initial package starts at \$4,800 per user annually (minimum five users). Additional tiers available for more users with added features.

## Remote Inspection Solution's multiple uses — and multiple benefits

### Property

- Enables collaboration with the policyholder in real-time to document property damage at any location.
- Facilitates agreement on scope between contractor and insurer.

### Auto

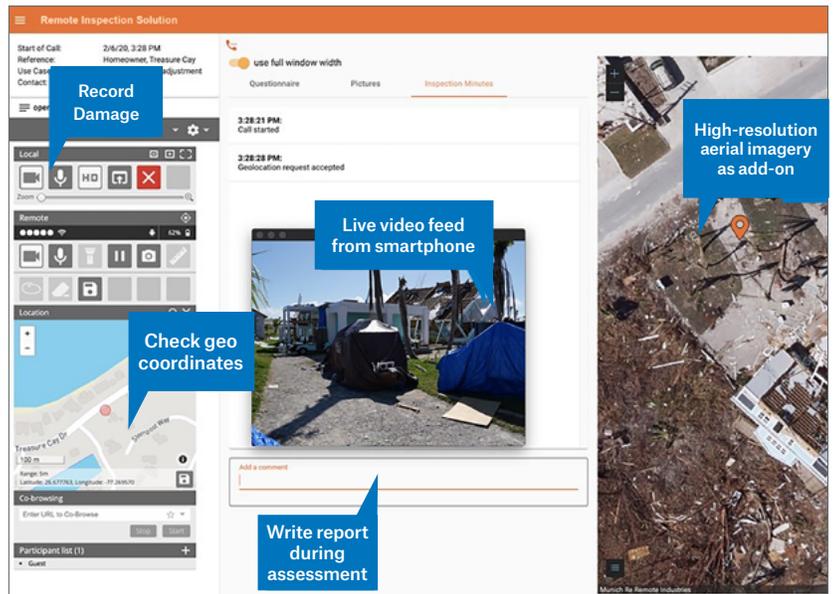
- Provides immediate and accurate auto claim information by documenting the damage and the scene of the accident.

### Renewals

- Speeds home inspections for a policy renewal (check roof conditions, structural changes and/or new hazards, and more).

### Underwriting

- Facilitates an expedient, comprehensive inspection.



## How does it work? Simply!

Whether for a property or auto inspection, the Remote Inspection Solution greatly streamlines the process, providing benefits to insurers and policyholders.

### Policyholder

Submits a claim or an application

Uses phone to video and/or take pictures of the location and/or damage

Communicates all their information easily and with no delays for appointment scheduling

### Claims adjuster/inspector

Helps policyholder download app on smartphone

Views live video feed, documents the condition of the insured's property (home/auto)  
Confirms location of client (geo coordinates)  
Creates a customized instant report from one dashboard

Immediate inspection results move the file to quick resolution

## Let's talk about the possibilities. Contact us to book a demo today.

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