



Next-generation claim reporting is here – introducing the Remote Inspection video tool

Settle claims in a fraction of the time – completely remotely

What if you could inspect, report and settle a claim in real time? It's possible with the Remote Inspection video tool – a simple-to-use technology for both policyholders and insurers. A smart phone and simple-to-install software is all that is needed to get started. The benefits? Cost, time, and resource savings for insurers and an improved experience for policyholders.

Reporting and settling claims 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 smart phone 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.

The Remote Inspection tool's multiple uses

Property

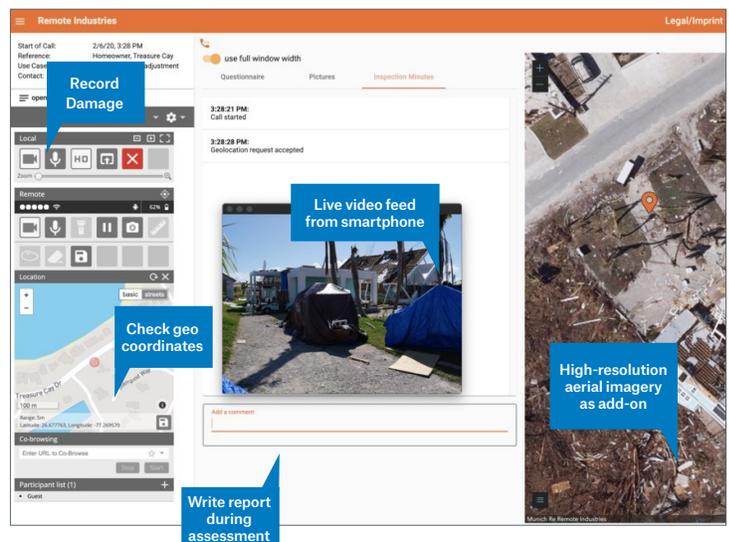
- Instantly see property damage policyholder sees.
- Facilitate agreement on scope between contractor and insurer.

Auto

- Get in-the-moment, accurate auto claim information.

Renewals

- Speed home inspections for a policy renewal.



How does it work? (Simply!)

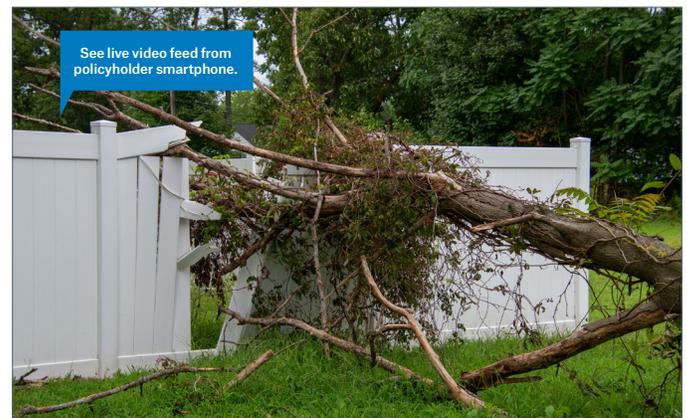
Whether for a property or auto claim, the Remote Inspection video tool greatly streamlines the claims process, providing benefits to insurers and policyholders.

Policyholder	Claims adjuster/inspector
Calls in a claim	Helps policyholder download app on smartphone
Uses phone to video and/or take pictures of damage	Views live video feed, records damage Obtains location of client (geo coordinates) Writes report – all from one dashboard
Receives confirmation of inspection in minutes	Summary report of the video call is sent to adjuster.

Multiple uses – Multiple benefits

The Remote Inspection video tool can be used to facilitate daily property claims (broken windows, minor storm damage). On catastrophe claims, minor damages can be assessed and reported virtually instantly. For renewals, underwriters and sales representatives can remotely inspect properties (check home size, roof condition and more).

Motor vehicle claims are more accurately and immediately captured and reported, repair cost estimates and/or suspicious claims can be investigated more effectively.



The Remote Inspection video tool can help save field adjusting resources for the complex losses where their skills are truly needed, saving insurers time and money. Policyholders enjoy the convenience of not having to wait for an appointment with an adjuster, and benefit from expedited claims settlements.

Let's talk about the possibilities. Contact us for more information at remote-industries@munichre.com.

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Printed March 2020