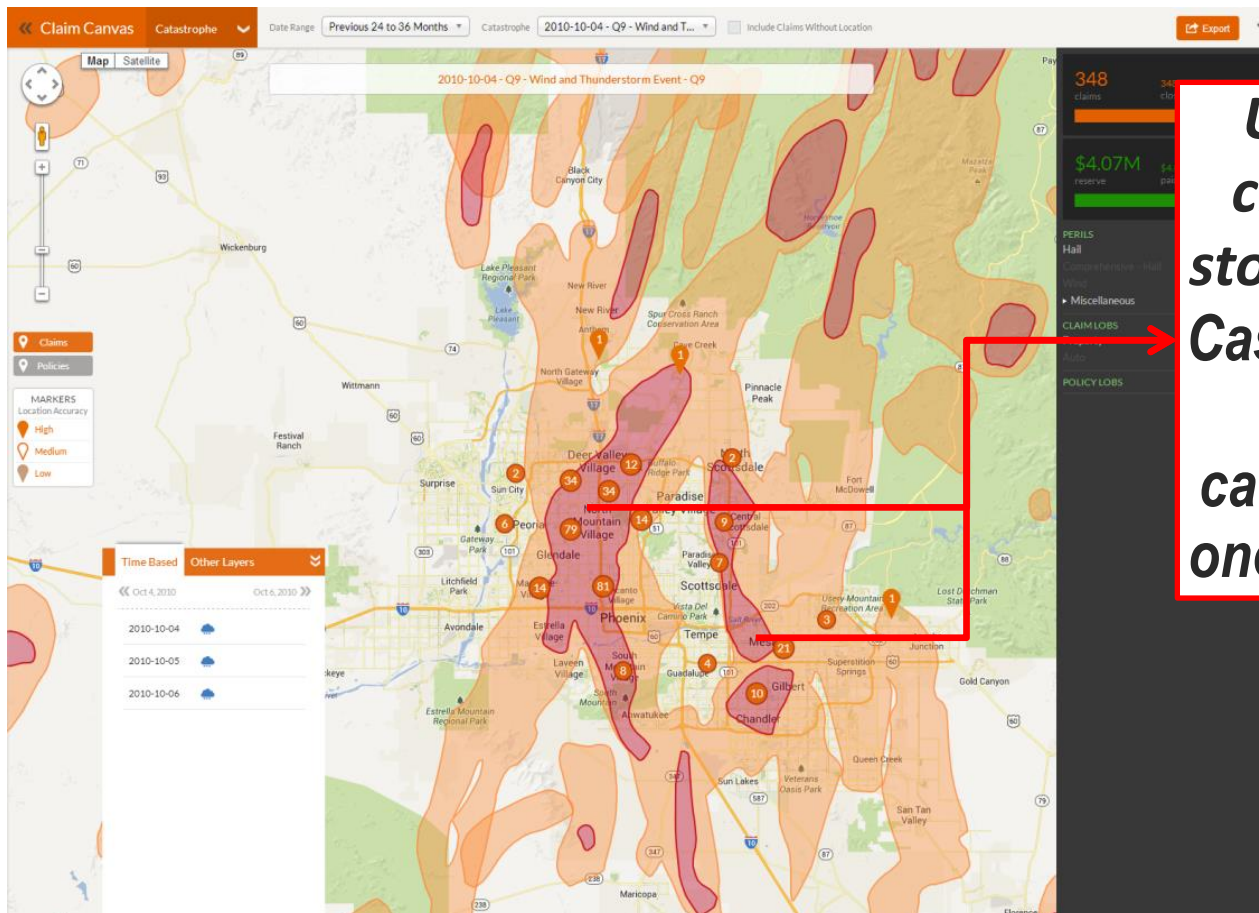


# Insight Through Geovisualization



***Using an overlay of claims data and hail storm details, California Casualty noticed that the same size hail had caused more damage in one area than in another.***

***Investigation showed that the cause was different roof types in different parts of the city. This information was used as an input to make better underwriting decisions in the future.***

# Web-Based, Self-Service Application



**Get started here**

First name

Last name

Date of birth

Postcode  ?

Policy number  ?  
*Forgot your policy?*

Date of event  ?

I agree with AAMI's [Online Terms & Privacy Statement](#)

**Claim online**

## Claiming online is easy

AAMI Claim online is an easy way to make a claim at your own time and pace.

**Can I lodge my broken glass claim?**

You can use Claim online to make your car or home insurance broken glass claim. Have the following with you when you Claim online:

- Your AAMI policy number
- Your motor or home event information

**Please note:**

- Using Claim online is not suitable for all claims. If anyone has been injured or if there are dangers at the scene call 000. If you need immediate assistance to secure your property, please call us anytime on 13 22 44.
- Claim online is only for holders of eligible AAMI insurance policies. Claim online is not available for Third Party Property Damage (Car or Motorcycle), International Travel, Business, Life, Accidental Death, Income Protection, Bill Protect or Compulsory Third Party (CTP) policy types.

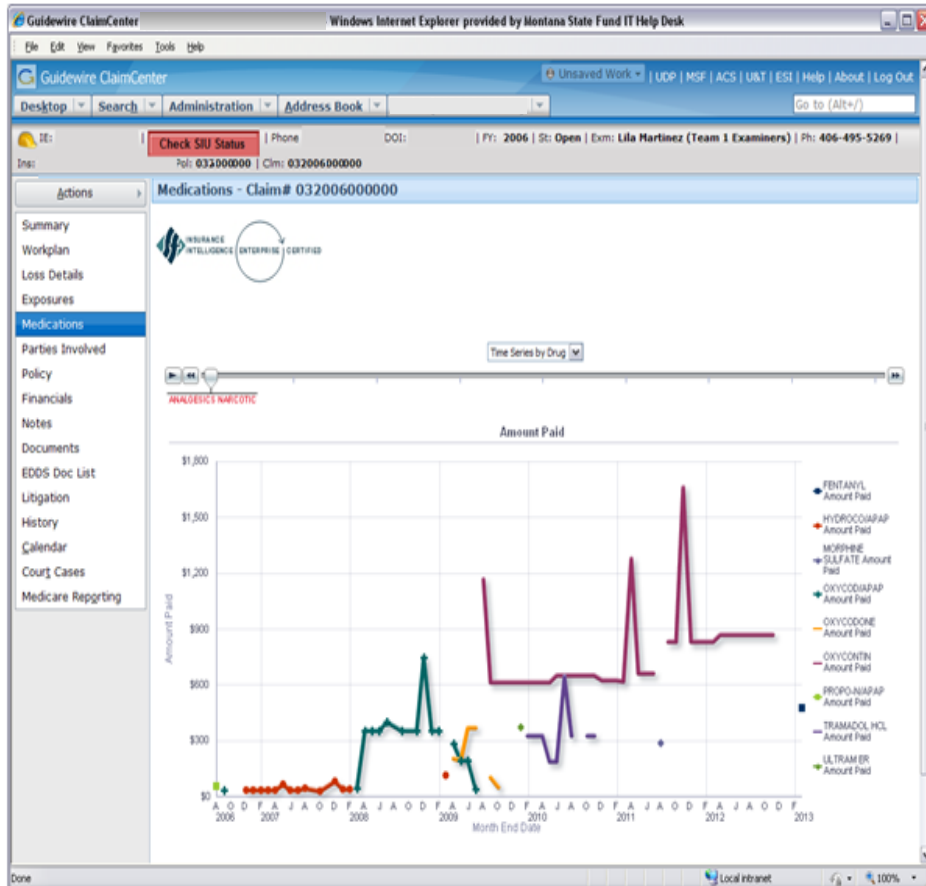
- AAMI Claim Online allows customers to create new claim records in ClaimCenter
- For certain claim types, automated claim validation and notification to appropriate vendor
- AAMI My Claim Manager enables customers to track the progress of their claim online
- Result: 50-70 percent reduction of claim cycle time and customers reporting greater satisfaction levels



[Online Terms & Privacy Statement](#) [Contact us](#)



# Embedded Business Intelligence



- Montana State Fund married Millbrook Business Intelligence environment with ClaimCenter to support diagnostic embedded analytics for adjusters
- Result: Enabled claims operations to make facts-based decisions vs. relying on individual gut feel
- Result: Ability for IT to rapidly respond to change requests without having to modify and redeploy ClaimCenter



# Weighted Workload Claim Assignment

Guidewire ClaimCenter® Desktop Claim Search Address Book Dashboard Team Administration Vacation

Actions

Acme Insurance

- Eastern Regional C
- Headquarters
- Independent Agen
- Local Claim Offices
- Mid-west Regional
- SysAdmin
- Western Regional C
- Unassigned Users
- Super User

Users & Security

Special Handling

Business Settings

- Activity Patterns
- Business Week
- Catastrophes
- Coverage Verification
- Holidays
- ICD Codes
- Metrics & Thresholds
- Reinsurance Threshold
- WC Parameters
- Weighted Workload

## Weighted Workload Classifications

Active Classifications Add Classification Delete Activate Deactivate

<input type="checkbox"/>	Status	Name	Type ↑	Loss Type	Rank	Weight
<input type="checkbox"/>	●	Platinum Program for Personal A...	Claim	Auto	10	20
<input type="checkbox"/>	●	Gold Program for Personal Auto	Claim	Auto	20	15
<input type="checkbox"/>	●	Silver Program for Personal Auto	Claim	Auto	25	10
<input type="checkbox"/>	●	Fire related Personal Auto Claims	Claim	Auto	30	12
<input type="checkbox"/>	●	Fire related Business Auto Claims	Claim	Auto	40	12
<input type="checkbox"/>	●	Personal Auto Claims	Claim	Auto	60	8
<input type="checkbox"/>	●	Business Auto Claims	Claim	Auto	70	12
<input type="checkbox"/>	●	Workers Compensation Claims	Claim	Workers' Co...	80	15
<input type="checkbox"/>	●	Homeowners Claims	Claim	Property	90	8
<input type="checkbox"/>	●	Commercial Property Claims	Claim	Property	100	12
<input type="checkbox"/>	●	Commercial Property Exposures	Exposure	Property	20	12
<input type="checkbox"/>	●	Homeowners Exposures	Exposure	Property	30	8
<input type="checkbox"/>	●	Business Auto Exposures	Exposure	Auto	40	12
<input type="checkbox"/>	●	Personal Auto Exposures	Exposure	Auto	50	6

***Insurers can assign each claim a “weight” based on known characteristics that impact how much work the claim will likely require***

***The summation of these weights is a more accurate portrayal of claim adjuster workload and provides a more logical and equitable method of assigning new claims.***

# Streamlined Vendor Management

Guidewire ClaimCenter\* Desktop | Claim (235-53-365870) | Search | Address Book | Dashboard | Team | Administration | Vacation | Go to (Alt+)

Pol: 54-123456 | Ins: Ray Newton | DoL: 11/23/2013 | St: Open | Adj: Andy Applegate (Auto1 - TeamA)

### Services

Type	Status	Service #	Ref #	Next Action	Action Owner	Relates To ↑	Services	Vendor	Target	Quote
		1000		None - quote submitted		Claim	Auto body	Mike's Auto detailing shop		\$1,400.00
		1001		Approve quote	Andy Applegate	Claim	Audio equipment Auto body	Mike's Auto detailing shop		\$1,750.00
		1002		Submit request	Andy Applegate	Claim	Auto body	Mike's Auto detailing shop		
		8		Agree to provide quote	Mike's Auto detailin...	Vehicle: 1997 Sat...	Provide courtesy...	Mike's Auto detailing shop	01/14/20...	

**Details** | History | Activities | Documents | Notes | Messages

Request Service from Quote | Record Vendor Progress

Service Number: 1000  
Reference Number:  
Progress: Work Complete  
Quote Status: Quoted  
Next Action: None - quote submitted  
Action Owner:  
Relates To: Claim  
Completion Date: 12/04/2013  
Currency: USD

**Vendor**  
Name: Mike's Auto detailing shop  
Phone: 579-628-7456  
Communication Method: Guidewire Portal

Services to Perform

Category	Subcategory	Service Type
Auto	Inspect / Repair	Auto body

Request Type: Quote Only

**Instructions for Vendor**  
Additional Instructions: The insured prefers to be contacted by email

**Latest Quote**  
Request Quote | Revise Quote  
Reference Number: abc-123  
Creation Date: 12/06/2013  
Total Amount: \$1,400.00  
# Of Days To Perform: 5  
Service: Vehicle inspection  
Description: Vehicle inspection

**Quote Documents**

Name	View	Type	Author	Date Modified ↓
AutoRepairEstimate-201...		Repair estimate	ClaimCenter	12/06/2013 12...

**Metrics**

Status	Metric	Value	Target
	Response Time	9 hours	4 hours
	Quote Timeliness	Completed on time	9 hours
	Number Of Delays	0	0
	Cycle Time	9 hours	

**Manage vendor services without leaving ClaimCenter**

**Understand, at a glance, how a vendor is performing**