



# Symbility Inside Adjuster

Symbility **Inside Adjuster** is a web-based software application created specifically for inside desk adjusting of property claims to streamline the First Notice of Loss (FNOL) process. This solution is the first of its kind, letting Internal Adjusters and Customer Service Representatives process FNOL claims at their desk and choose the proper fulfillment route. With its open architecture design, **Inside Adjuster** may be integrated with any existing claims system guaranteeing a seamless transition of claims data between applications.

## Integration

**Inside Adjuster** makes it possible to connect various claims components for a fully integrated solution. Connecting a policy management system with **Inside Adjuster** allows an insured's policy information to pre populate the estimate. Integrating with a field estimating solution gives field adjusters the claims data they need to go on site and complete the estimate without duplicating efforts. **Inside Adjuster's** integration capabilities give insurers a complete picture of their entire claims process, from start to finish.

## Simplicity

The simplicity and ease of adoption of a new technology is critical to its success and overall acceptance by its users. The simplicity of **Inside Adjuster** lies in its six step procedure taking the user from FNOL to settlement or escalation.

Adhering to customizable rule sets, implemented by the insurer, **Inside Adjuster** users are visually guided through each process, ensuring that no action is missed. Recommended repairs are calculated based on the type of loss and its location. Any omission of data or variance from the insurer's best practices results in instant error notification. The combination of these factors creates an effortless platform that reduces user error and allows for a more complete capture of claims data at FNOL.

## Speed

Claims cycle times continue to rise yet this remains one of the primary factors determining customers' satisfaction with their insurer. With the satisfaction index closely linked to customer retention, decreasing the time it takes to get from FNOL to settlement is of paramount importance to both the insured and the insurer. Creating estimates during FNOL saves time. If a claim is deemed non complex within the insurer's predefined rule set, a settlement may be made instantly over the phone. If the estimate is considered more complex and requires an on site visit for further assessment, the user instantly sends the claim to field adjuster. The field adjuster is now equipped with the claim details eliminating the need to capture the information from the insured again at the loss site. In both cases, the insured and insurer see the immediate benefits of the time savings – faster resolution for the insured and reduced cycle times for the insurer.

## Innovate

Symbility Inside Adjuster provides:

- Simple six steps from FNOL to settlement
- Customizable rule sets on claims handling
- Ease of integration with estimating solutions
- Instant error notification if key data is missed
- Faster resolution for the insured

*Contact Symbility today to learn more about Inside Adjuster and how it can benefit your organization.*

