

Rescue

Lens 

Help your claims agents see the claim, through the eyes of the customer

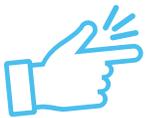


The claims process is complex and expensive, and for most customers, it is the only experience they will have with your company after they purchase a policy. At the front line of this process are your claims agents. By equipping them with a tool that extends their reach so that they can view a claim as close to the First Notice of Loss (FNOL) as possible, without leaving their desk, you can help expedite the process and improve customer satisfaction.

Enter Rescue Lens, an innovative, live-video support tool that helps your claims agents see why a claim is being made, through the eyes of the customer.

With Rescue Lens, customers can use a smartphone to stream a video of damages directly from the site, back to your claims agents. Lens is interactive, so your claims agent can guide a customer to look at the areas the agent needs to see. The result is no wait time for a claims adjuster, more accurate appraisals, and reduced overhead.

## Rescue Lens is:



◎ SIMPLE TO USE

Customers download a secure app – or, with our SDK, your native app – enabling them to use their smartphone or tablet camera to stream live video back to your claims desk.



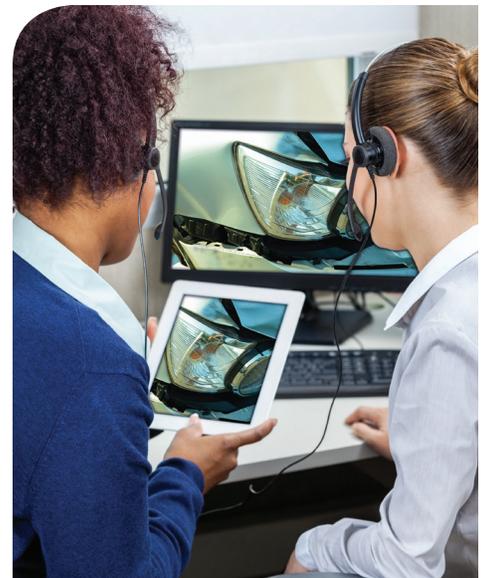
◎ FAST

Rather than having someone travel to the scene, claims agents are empowered to quickly investigate damages and make appraisals. Customers benefit from more rapid claims payout.



◎ ENGAGING

Customers are able to take an active role in the assessment, walking claims agents through damages and getting immediate feedback, helping avoid supplemental claims. The more engaged customers are, the more likely you are to retain them.



# Rescue Lens: Cutting costs, improving efficiency, increasing customer satisfaction

## STRIVING FOR A GOAL OF “ONE TOUCH AND SETTLE”

A UK insurer piloted Rescue Lens with their FNOL team and with their Loss Adjusters. Their goal was “one touch and settle.” They have reported:

- ⦿ **Significant efficiencies.** For the FNOL team, a 5-day claims process was reduced to just 4 minutes.
- ⦿ **Cost savings.** One adjuster saved \$700 by not having to travel 7 hours on a \$1500 loss.
- ⦿ **Happier customers.** In their own words, “our customers think Rescue Lens is fantastic.”

## THE BENEFITS ARE CLEAR TO SEE

Rescue Lens helps control costs.

- ⦿ Reduced time and costs of traveling to a site
- ⦿ Decreased need to outsource to third-party adjusters
- ⦿ Increased profitability by reducing transactional costs per claim
- ⦿ Increased number of cases which an agent/adjuster can handle daily

Rescue Lens helps improve customer satisfaction.

- ⦿ Decreased time to payout
- ⦿ Improved, streamlined customer engagement with the claims lifecycle
- ⦿ More accurate assessments, fewer supplemental claims
- ⦿ Ability to identify excluded or uninsured perils

With these capabilities, Rescue Lens lets you see the problem, solve the problem

Screen Capture	Take a screen grab of the current Lens images from the console
Video Recording	Enable recording of the live stream from the console
Chat	Chat functionality overlays (with some transparency) on top of the end user's live stream
Smart Whiteboarding	Ability to whiteboard in the console and appear on the end user's device and retain its object permanence
Freeze Frame	Pause the stream from the console, resulting in a freeze frame on the end user's device, and the ability to annotate
Flashlight	End user has the ability to turn on the flashlight within the end user app
Session Reporting	Run custom reports for session information such as features used, length, etc.
APIs	Allow for customers to pull session information into their own ticketing or reporting solutions
Session Transfer	Transfer a live session from one technician to another within the same account
Session & Queue Management	Manage multiple sessions at once

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Bring the power of live interactive video to your claims desk