

 **Insurance**

Environmental Commercial Claims

## Transforming the commercial auto claims process

When you buy an insurance policy, you're buying a promise. AXA XL's promise is to deliver an exceptional claims experience.

To enhance this claims experience, AXA XL has partnered with Xtract, a technology provider, to digitize and improve the auto claims process.

### Data-driven claims resolution

Tapping into the power of Big Data has long been a challenge in auto claims management. The information needed to drive faster, more accurate decisions has always been there, but was too disconnected or buried too deep to be usable. Xtract brings transparency, cohesion and actionable insights to disparate data sets.

### How does AXA XL + Xtract impact the claims management process?

#### ▪ Digital/Self-serve FNOL

Xtract captures a digital First Notice of Loss (FNOL) record of the claim enabling insureds to visualize their version of events through an intuitive web or mobile interface. Drivers, risk managers or producers can upload photos, police reports, notes and other data in one central location where it is immediately accessible by the claims team.

#### ▪ Telematics data

Xtract adds transparency to the event by using real-time crash data from any connected vehicle to reconstruct scientific, objective data about an incident. Speeding, swerving and hard braking, or lack thereof, can help understand the events that lead to an incident. Xtract pulls data from the 10 seconds preceding and following the moment of impact to better illustrate details around how the incident unfolded. Xtract is device agnostic, meaning we can work with most telematics data.

#### ▪ Contextual data

By aggregating additional relevant contextual data from multiple data sources (weather conditions, mapping, imagery, repair estimates, etc.), claims handlers can make faster, more informed decisions on driver liability, claim legitimacy, vehicle damage and personal injury triage.

Importantly, AXA XL + Xtract delivers an exceptional customer experience, improves the speed to settle a claim, and provides a visual accident narrative to best present our case in arbitration forums. This partnership strengthens our industry-leading service and helps to protect both our clients' reputation and bottom line.

**To learn more about AXA XL and Xtract,  
contact your client or claims representative.**



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