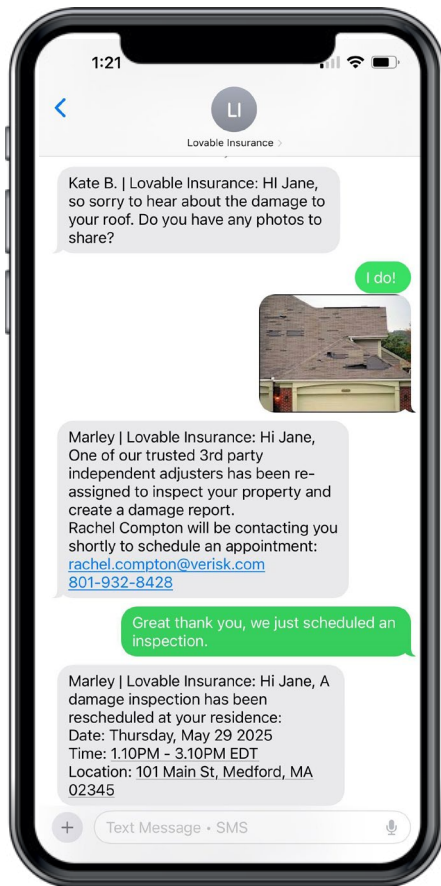


Hi Marley's Workflow Assist™ for XactAnalysis

Streamlining the Property Claims Experience



Texting enables the quick collection of information needed to process a property claim, such as images of the damage. Media becomes especially important for efficient claim triage during high-volume periods like CAT season.

Property Claim Process Challenges

The property claims process is frustrating and inefficient for all parties involved. Adjusters struggle to prioritize tasks while managing high claim volumes, making it difficult to provide policyholders with timely updates. And third parties face delays due to fragmented communication and manual document handling. These challenges reduce productivity, slow resolution times, and impact the overall customer experience.

Hi Marley's Workflow Assist Impact

Through a real-time, two-way integration with Verisk™ XactAnalysis®, Hi Marley's Workflow Assist unifies communication and streamlines the property claims process. Centralizing conversations into a single trusted thread, this efficient solution ensures seamless collaboration among all stakeholders involved with the claim.

As parties share media through Hi Marley, carrier adjusters can choose what information to sync with XactAnalysis. Most importantly, Workflow Assist automatically keeps policyholders informed of their claim's status with clear expectations of next steps, reducing the volume of inbound inquiries to the carrier.



Boost Efficiency, Reduce Friction: Carriers using Hi Marley's Workflow Assist for XactAnalysis report measurable gains in efficiency and customer NPS by automating updates and streamlining communication.

How It Works

By “listening” to pre-defined event triggers in XactAnalysis, Hi Marley’s Workflow Assist automates processes, delivering real-time notifications to adjusters and personalized messages to customers for claim events such as: **adjuster assignment and reassignment, job started and completed (Ex: restoration vendor task), appointment scheduling, rescheduling, and reminders localized by the customer’s time zone, site inspection updates, and QA approvals.**

Carriers have complete control over which pre-defined XactAnalysis events trigger adjuster alerts within Hi Marley and can customize the policyholder communications to remain consistent with their brand and voice. Independent adjusters collaborating on the claim in XactAnalysis can also trigger policyholder messages and receive updates within XactAnalysis when those messages are received.

A Glimpse into Workflow Assist for XactAnalysis: Property Claim Data

When a Hi Marley case matches with a Verisk XactAnalysis assignment, a Hi Marley data tray will display all information directly from Verisk, including loss location, type of loss, assigned parties and a hyperlink to the case in XactAnalysis. This view provides adjusters with all relevant claim data without switching between systems.

