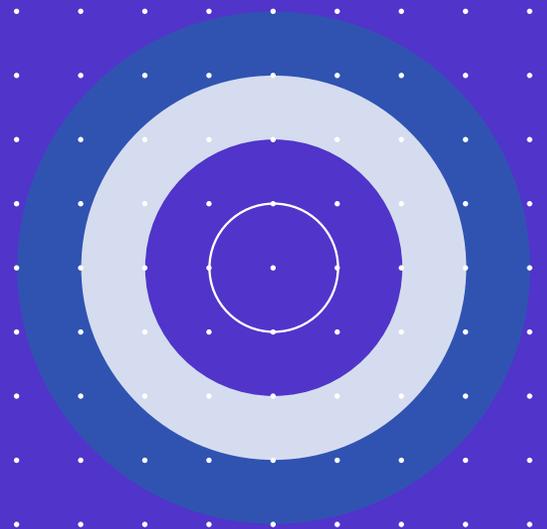# Unlocking the Future of Insurance with AI

Deliver Exceptional Policyholder Experiences and Defeat Claims Fraud

The insurance industry is under tremendous pressure. Fraudulent claims are a constant threat to financial performance, and contribute to escalating premiums. At the same time, policyholders accustomed to on-demand, "anywhere, anytime" service have increasingly high expectations for claims responsiveness and speed to settlement.

To be successful, insurers must balance the need to deliver great customer experiences with the necessity to protect against the financial cost and operational challenge of fraudulent claims. Shift is here to help.

Using AI to Transform Insurance Challenges into Opportunities

Shift was founded in 2014 with a singular mission: to provide innovative technology solutions and human expertise to solve the toughest challenges facing the global insurance industry.

Our AI-native, SaaS fraud detection and claims automation tools are trusted by the world's leading insurers. They have analyzed hundreds of millions of claims each year quickly and accurately.

The result? Faster, more accurate claim settlements and reduced leakage from fraud.

www.shift-technology.com

The Shift Data Science Advantage

Every Shift SaaS solution is built on our team's deep expertise in data science and machine learning that's focused 100% on the needs of the insurance industry.

Hundreds of Shift Data Scientists work closely with client teams to configure, deploy and optimize our solutions to deliver maximum value quickly, with an average time to ROI of under six months.

Automate Claims and Give Policyholders an Amazing Experience with Luke

Fast, automated claims settlement is the gold standard of policyholder service in the insurance industry. The more quickly a valid claim can be paid—without the need for manual analysis and its inherent delays—the better the customer experience will be.

But increases in claims automation have led to increases in undetected claims fraud… until now. Luke, Shift's AI-native claims automation solution, is the key to accelerating resolution and settlement for straightforward claims while identifying potential fraud with industry-leading accuracy.

> **I am impressed with how quickly my claim was handled. I didn't know it was possible for chatbots to automatically propose a reimbursement. Will definitely recommend.**
>
> Policyholder Feedback, France, 2019

Deliver an Amazing Policyholder Experience

Luke empowers insurers to exceed policyholder expectations for claim settlement speed and accuracy, increasing loyalty with every transaction.

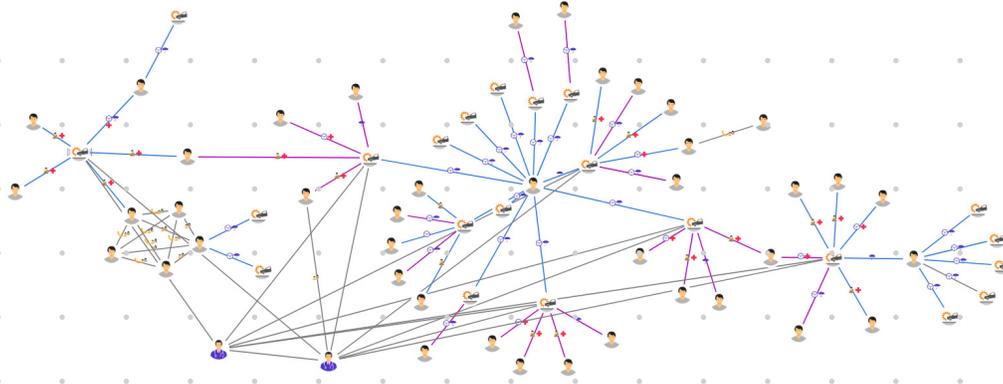## Achieve High Volume, Low Touch Claims Processing

Luke enables insurers to confidently automate the settlement of a greater number of claims, identifying and escalating cases for human involvement and investigation where it matters most.

Mitigate Automation-Related Increases in Claims Fraud

Automating claims decisions increases the risk of fraud. Luke leverages the powerful capabilities of Shift's Force fraud detection solution to identify fraud and flag claims for further review, removing them from the automation workflow.

Identify, Investigate, and Defeat Every Type of Fraud with Force

Globally, between 10% and 20% of all insurance claims include some element of fraudulent activity across all lines of business. This results in hundreds of billions of dollars in cost to the insurance industry worldwide. Force, Shift's AI-native fraud detection solution, empowers claims handlers and special investigations unit (SIU) team members to identify and investigate fraud with speed and industry-leading accuracy.

Force quickly and accurately identifies potential individual and network fraud, enabling insurers to effectively investigate and deny fraudulent claims, while settling legitimate clams more quickly.

Extremely Accurate

With AI at its core, Force detects fraud in insurance claims with a 75% hit rate, which is far more accurate than other solutions. Fewer false positives lead to increased adoption, more efficient investigations and an improved loss ratio.

Incredibly Insightful

Force goes beyond a simple numerical score to provide detailed reasoning and actionable background information for the suspicion of fraud, giving investigators the actionable information they need to prove fraud across all lines of business.

Reliable and Secure

Shift takes data protection seriously, and employs industry-leading security measures across all areas of our business. We adhere to GDPR and ISO/IEC 27001 standards.

Founded in 2014
in Paris

Offices: Paris, Boston,
Tokyo, London, Madrid,
Zurich, Singapore, Hong Kong,
Toronto and Sao Paulo

Clients in 25+ countries

Hundreds of millions
of claims analyzed
annually

US $100M funding
as of March 2019

Number 4 on
Insurance Post's 2019
InsurTech 100

Designated by WiredUK
as one of Europe's 100
Hottest Startups in 2019

First place, 2018
Worldwide Innovation
Challenge, sponsored
by France's Innovation
Commission 2030

Industry associations:
ALFA (Europe), General
Insurance Association
(Singapore), HICFG (UK),
HKFI (Hong Kong)

Shift