

Artificial Intelligence for Business

The magna carta for the global AI economy

Lecture 10

Professor: Asror Norov



Insurances experiences:

- 5 years experiences as a claims representative in the P&C insurance industry
- Top 50 insurtech influencer



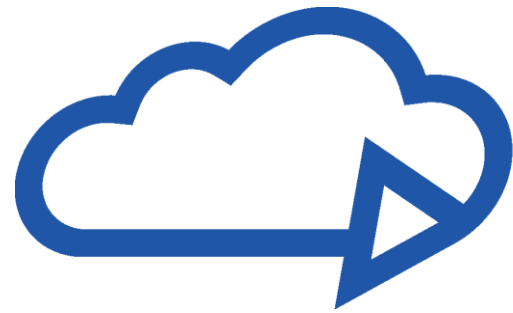
IT experiences:

- Front-end software development
- Worked in Agilent technologies
- Worked in Fraunhofer Institute

Entrepreneurial experiences:

- Founded 4 ventures in the past
- 1st 3 of them failed miserably
- Last one was a successful business till today





MotionsCloud

Claims automation engine for insurance
companies

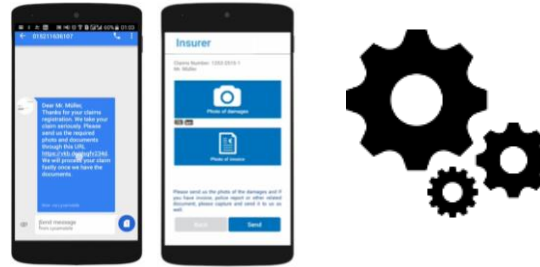
Damage and Claim notification



1



Self-service for customer



2

AI pre-assessment with image recognition tech



3

Cash/repair settlement for customer



6

Automated Payment

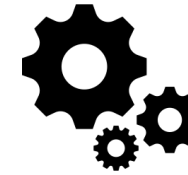
5

Live video inspection for claims manager & customer



5

Automated categorization and Repair Pricing for claim manager



4

We are backed by US investor & Insurtech Accelerators



Some of our Clients






Breez [redacted]
@breez [redacted]



 Follow




Just a friendly reminder to never use @ [redacted] insurance. Horrible customer service and claim resolution when you need them the most.





[redacted]

[redacted] is a horrible insurance company!!! They lie to thier customers and steal thier money!!! Don't use this company!! I've have insurance with them for many years and they screwed me over!!! The claims department it's totally useless!!!

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Insurance not considered best service...

Relative satisfaction utility score



Changes in customer behavior and expectation



80% - immediate responses influence loyalty



Omnichannel service



Personalized Services

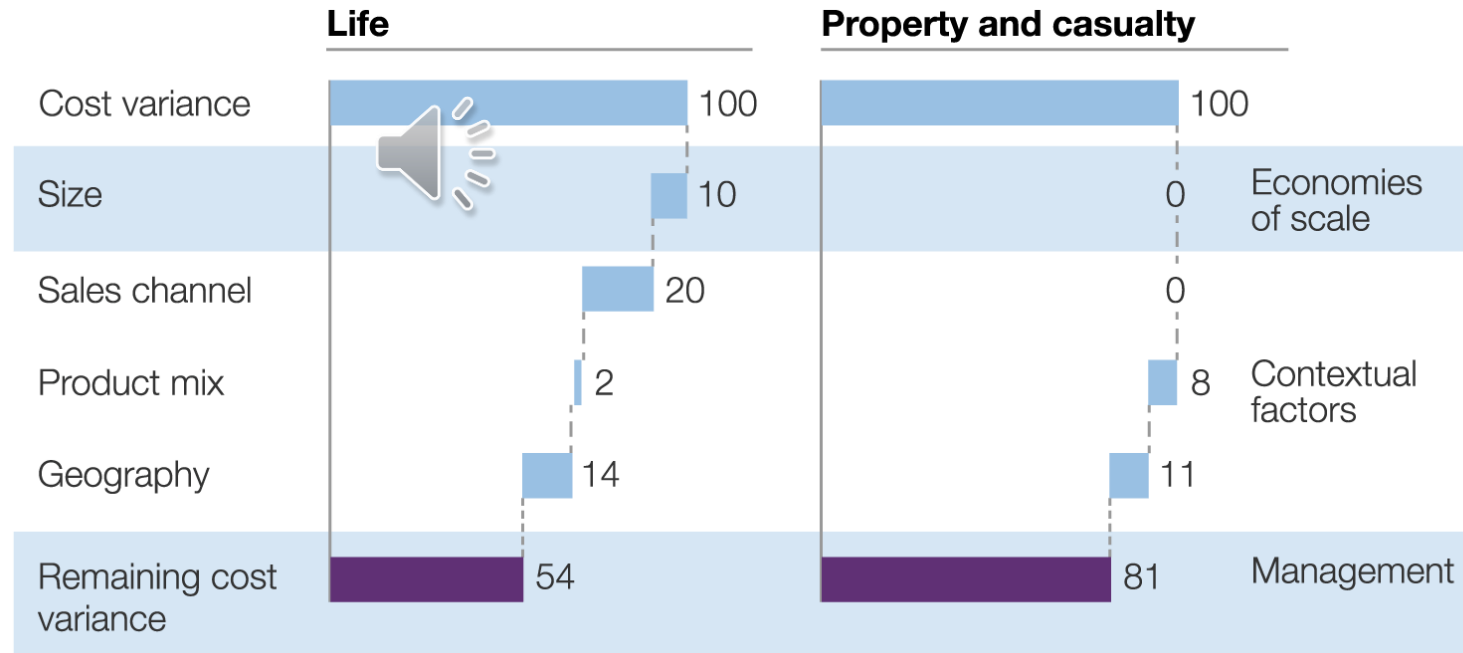


Customer feel more empower and expect you to be "listeing"

In-efficient & costly operation

Management is a major driver of cost differences.

Variance in cost per policy, %¹



business complexity, operating model, IT landscape, and performance management



Example of insuretech companies in the market across insurance value chain...

Insurance value chain



Full stack insurtech insurers

lippo 

Clover 

metromile 

ottonova 

 friendsurance 

Lemonade™ 

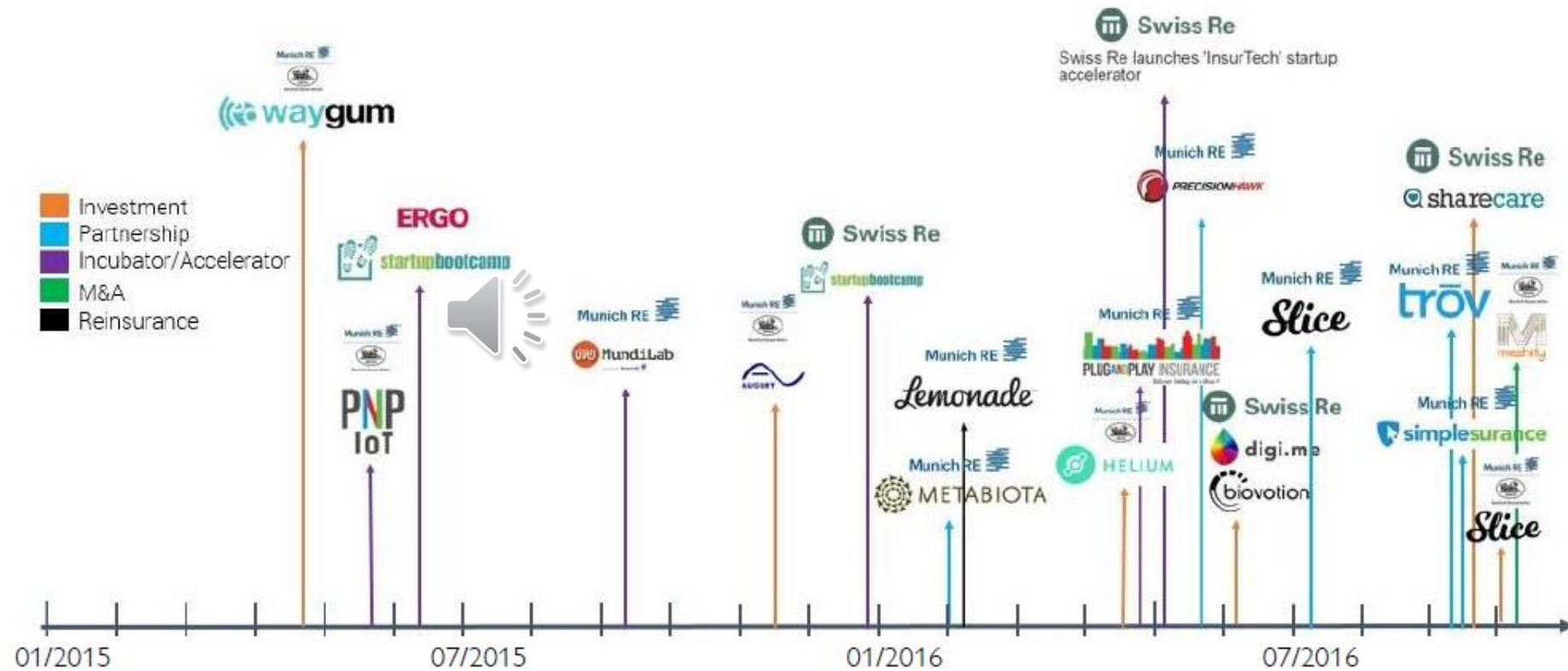
flyppper 

COYA 

so-sure 
social insura

Full stack insurtech insurers backed by re-insurers



Source: CB Insights (2016)