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تَسْوِيَة TASWEYA

motor claims recovery platform
منصة استرداد مطالبات السيارات

منصة استرداد مطالبات السيارات

Topics of Discussion

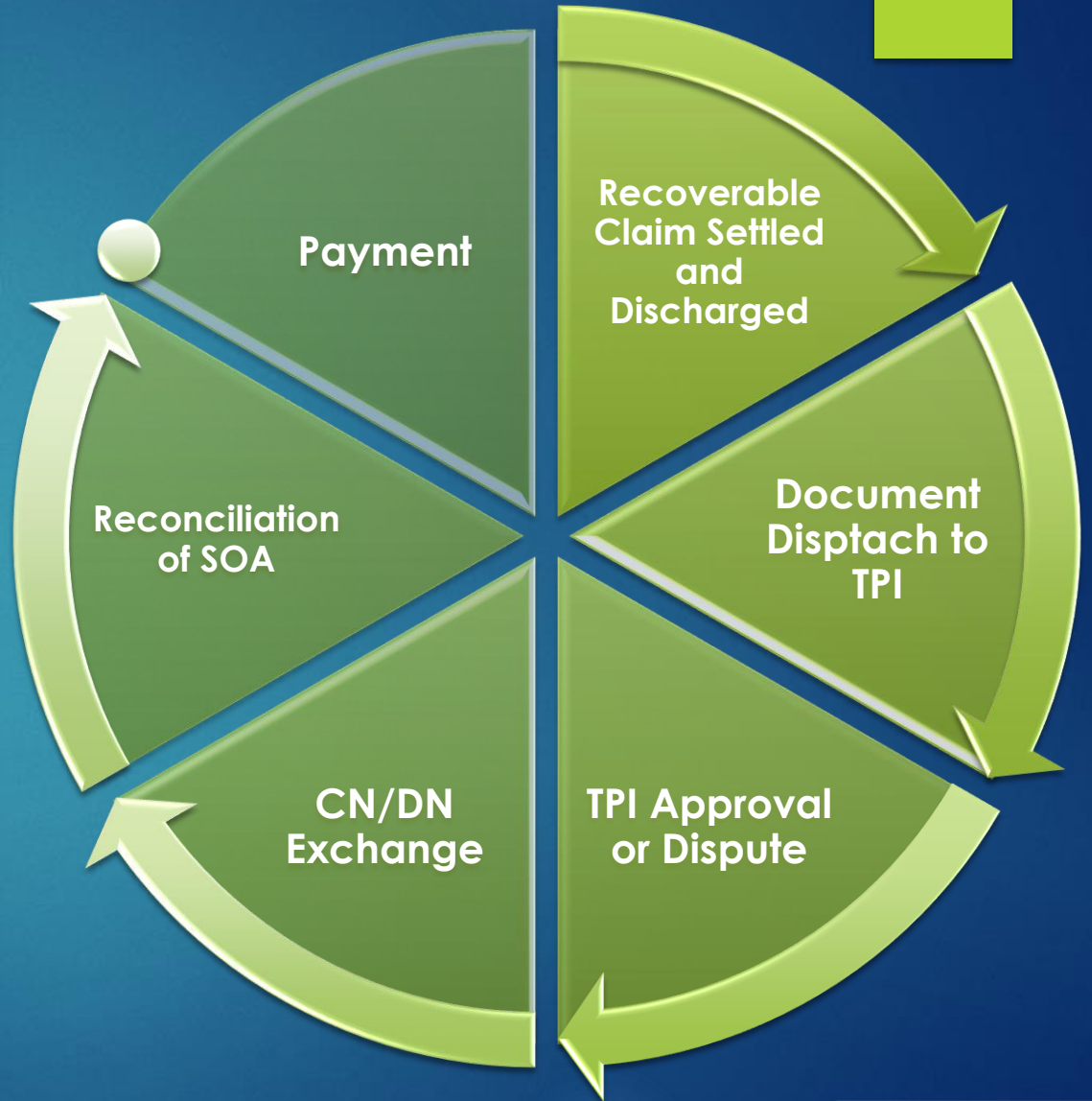
- ❖ Who We Are
- ❖ Overview of the Motor Claims Recovery Process
- ❖ Current Market Practice
- ❖ Proposed Changes
- ❖ Challenges
- ❖ Solutions – TASWEYA motor claim recovery platform
- ❖ What's Next?

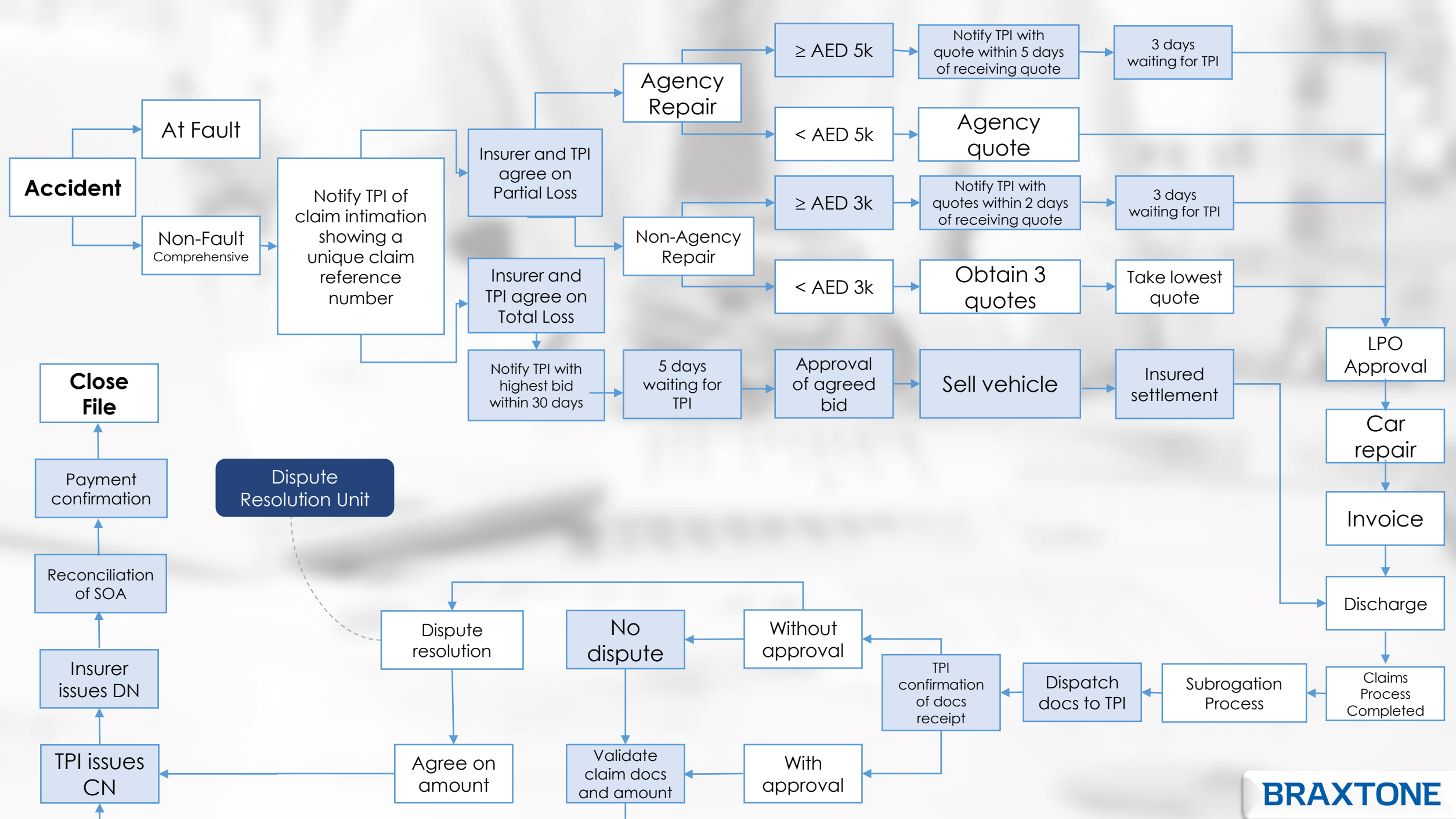


Who We Are

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Overview of the Motor Claims Recovery Process





Challenges

Process

Long recovery cycle, payment delays and manual work is excessive
Matching different reference for all insurance companies in reconciliation

Automation

No automation even in the basic steps of claim notification and document exchange
Different systems used by different insurers leading to nil coherency

Policies and Procedures

Lack of standardization in claim acceptance
Procedures not unified between insurance companies

Unnecessary paperwork printed for no reason

Large volumes of paper printed annually
Storage of files is becoming a problem for some insurers who are renting storage space

Dispute resolution and escalation process

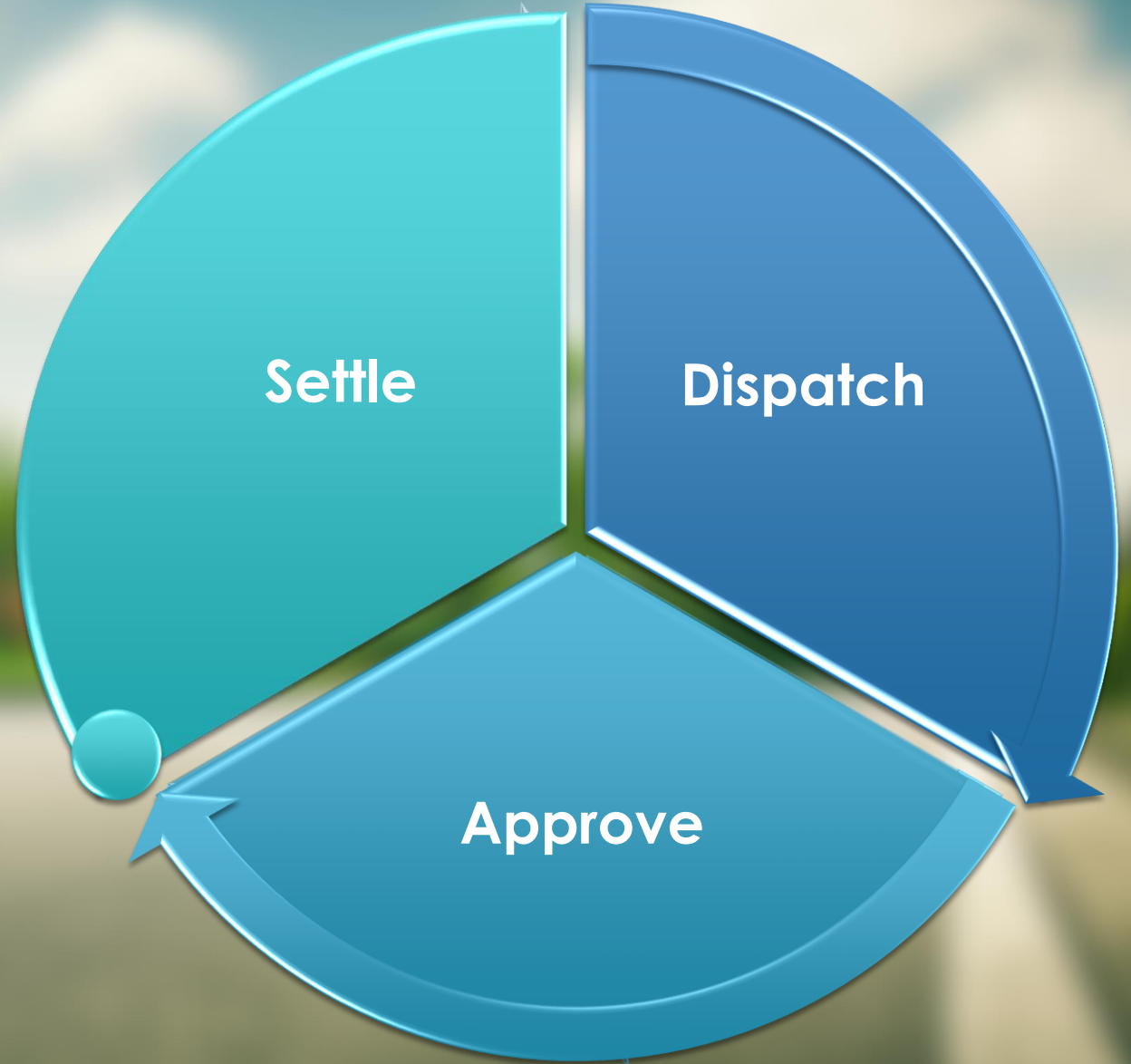
Lack of engagement from insurance companies with disputes resolution
No agreed process for negotiation and settlement between insurers

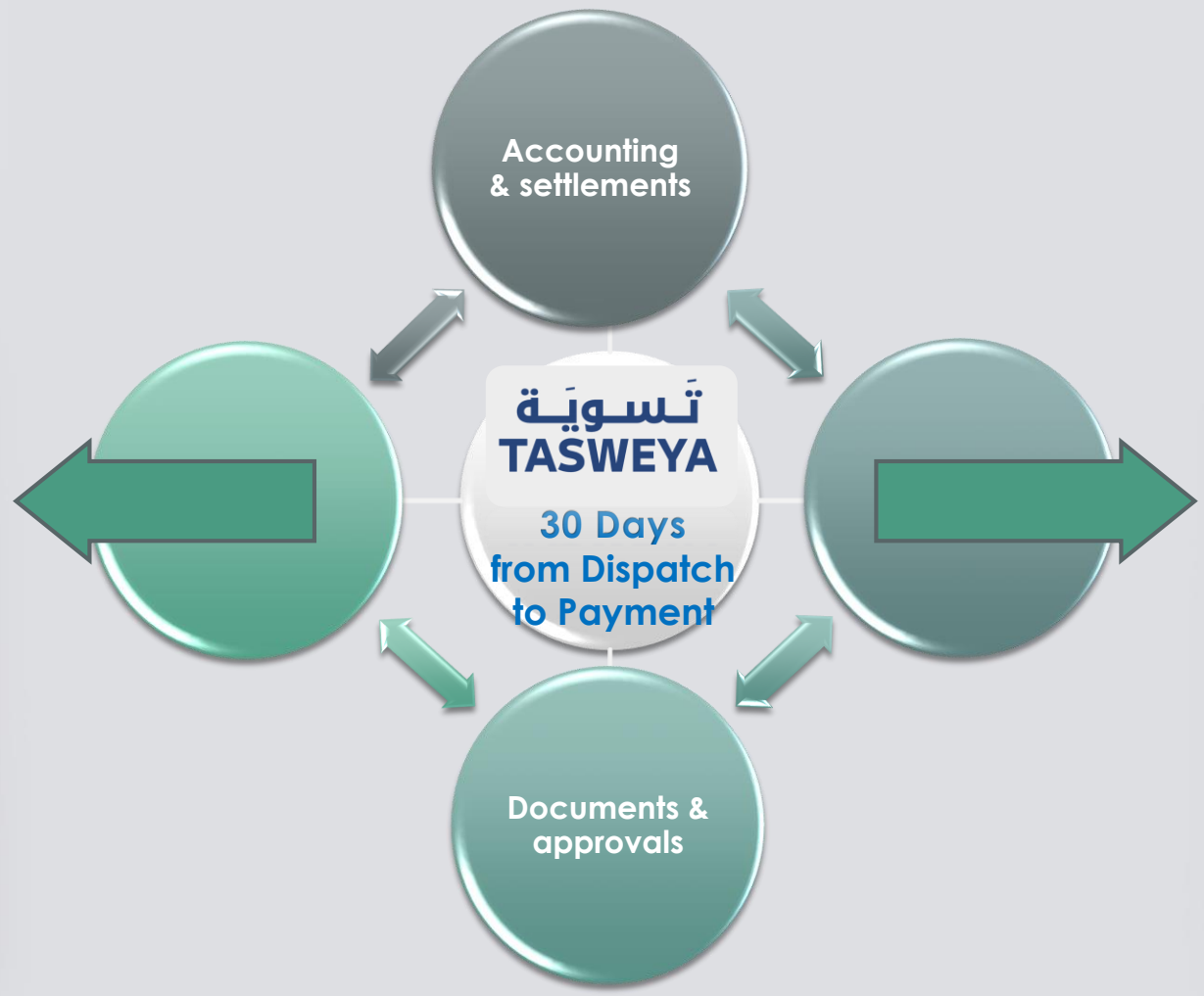
Negative impact on financial strength

Higher costs and negative impact on P&L
Huge strain on solvency and creditworthiness

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motor claims recovery platform
منصة استرداد مطالبات السيارات





UserName:

Password:

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Claim Reference Our Ref

Their Ref Claimant

Search

Claim Ref	Claimant	Loss Code	Loss Date	Claim Date	Claim Status	
112614	Company B			19/06/2019	Notification	View
112614	Company B			19/06/2019	Notification	View
112613	Company B			19/06/2019	Notification	View
112613	Company B			19/06/2019	Notification	View
112612	Abdel Mo			19/06/2019	Notification	View
112612	Abdel Mo			19/06/2019	Notification	View
112610	claimant name			19/06/2019	Notification	View
112609	Rashid Al			19/06/2019	Notification	View
112608	Rashid Al Murr			19/06/2019	Notification	View
112607	Rashid			19/06/2019	Notification	View
1			2			

New Claim (UCR: 112614)

Insured Name	<input type="text" value="Company B"/>	Date of loss	<input type="text" value="dd/MM/yyyy"/>
Our Ref	<input type="text"/>	TPI Ref	<input type="text"/>
Vehicle Make	<input type="text" value="Please select"/>	Vehicle Model	<input type="text"/>
Third Party	<input type="text" value="Please select a TPI"/>	Status	<input type="text" value="Please select a status"/>

Notes

Save

Status: Accident

Update Status (UCR: 112614)

Current Status: Accident

Insured Name	<input type="text" value="Company B"/>	Date of loss	<input type="text" value="19/06/2019"/>
Our Ref	<input type="text" value="A1234"/>	TPI Ref	<input type="text" value="B1234"/>
Vehicle Make	<input type="text" value="Ford"/>	Vehicle Model	<input type="text" value="Focus"/>
Third Party	<input type="text" value="Company A"/>	Status	<input type="text" value="Non Fault"/>

Details

Proceed

Reject

Exit

Add Doc

Status: LPO Approval

Update Status (UCR: 112614)

Current Status: LPO Approval

Insured Name	<input type="text" value="Company B"/>	Date of loss	<input type="text" value="19/06/2019"/>
Our Ref	<input type="text" value="A1234"/>	TPI Ref	<input type="text" value="B1234"/>
Vehicle Make	<input type="text" value="Ford"/>	Vehicle Model	<input type="text" value="Focus"/>
Third Party	<input type="text" value="Company A"/>	Status	<input type="text" value="Please select a status"/>
Claim Amount Agreed	<input type="text"/>	Approved Repairer	<input type="checkbox"/>
Repair Date	<input type="text" value="dd/MM/yyyy"/>	Dispute	<input type="checkbox"/>

Details

Status: LPO Approval

Update Status (UCR: 112614)

Current Status: LPO Approval

Insured Name	<input type="text" value="Company B"/>	Date of loss	<input type="text" value="19/06/2019"/>
Our Ref	<input type="text" value="A1234"/>	TPI Ref	<input type="text" value="B1234"/>
Vehicle Make	<input type="text" value="Ford"/>	Vehicle Model	<input type="text" value="Focus"/>
Third Party	<input type="text" value="Company A"/>	Status	<input type="text" value="Please select a status"/>
Claim Amount Agreed	<input type="text"/>	Approved Repairer	<input type="checkbox"/>
Repair Date	<input type="text" value="dd/MM/yyyy"/>	Dispute	<input type="checkbox"/>

Details

[Proceed](#)
[Reject](#)
[Exit](#)
[Add Doc](#)

Document	Date	User	
Repair Quote	19/06/2019 15:49:50	Abdel	View

Status History

Claim created and status updated to: Accident on Jun 19 2019 3:46PM. Added by user: Abdel - Company B. Note:	▲
Claim created with TPI assigned to: Company A on Jun 19 2019 3:46PM. Added by user: Abdel - Company B.	▲
Status updated to: Non Fault on Jun 19 2019 3:48PM. Updated by user: Abdel - Company B. Note:	▲
Status updated to: Notify TPI Of Claim on Jun 19 2019 3:48PM. Updated by user: Abdel -	▼

Benefits of TASWEYA

- ▶ Reduce claims recovery cycle from 120+ days to 45 days
- ▶ Improve customer satisfaction and reduce manual errors (e.g. % depreciation)
- ▶ Auto-dispatch and retrieval through online data centre (clouding)
- ▶ Eliminate manual document dispatching
- ▶ Automation of notification, confirmation process and regulatory penalties for non-compliance
- ▶ System generated report for dispute handling
- ▶ Creation of master reference number and eliminating the manual reconciliation process
- ▶ Interactive smart technology (approval, rejection, requests, etc)
- ▶ Reduction of General Operating Expenses
- ▶ Improving solvency margin and P&L

Go GREEN with TASWEYA



THANK YOU

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