

# The TIA Claims module

**The TIA platform—  
Your new digital  
journey meets  
insurance-business  
efficiency:**

Empower a smooth digital experience for your self-service customers.

Optimize your claims handlers' workflow to improve efficiency and enhance customer satisfaction.

## Give your claims handling a superboost

**TIA Claims empowers a smooth, user-friendly digital experience for your self-service customers, while improving efficiency for claims handlers so they can provide faster, more personal service to call-in customers.**

With TIA Claims, you can provide your customers with a transparent platform for dialog and more self-service opportunities in their preferred channels. At the same time, your claims handlers can take advantage of guided automated processes to enhance service, boost productivity and prevent leakage.

*TIA Claims is just one element of the full TIA Solution, a standard, scalable insurance platform that drives your business strategy and sharpens your competitive edge. TIA enables your digital ecosystem and supports the entire insurance value chain.*

### TIA Claims: The benefits

- **Empower a smooth experience for self-service customers.** TIA's REST API enables your digital FNOL process and status updates for your customers. This allows you to create a smooth digital claims journey with high-quality data and full transparency. TIA's Digital FNOL solution is also a great way tool for creating a digital claims journey. Find out more from your TIA representative.
- **Improve operational efficiency.** Through automated processes, TIA Claims delivers an excellent user experience for claims handlers, boosting their productivity, minimizing the risk for manual errors, improving service levels, preventing leakage and reducing operational costs.
  - Access to master customer data
  - 360° overview of tasks and claims
  - One-click overview for fast examination of claim status
  - Fast and easy data collection for creating quick claims
  - Automated business processes (straight-through processing)
  - Fraud detection framework
  - Catastrophe management
  - Configurable reporting capabilities
  - Supplier performance monitoring

## Key features of TIA Claims:

- Claims handlers' home page
- Claims timeline
- One-click access
- Guided payment flow
- One-page FNOL with Google map integration
- Major Events map
- Rules and workflows
- Handler guidance & Dynamic Alerts
- Assigning & estimating
- Risk Assessment & Fraud Management
- Catastrophe management
- Adjusting
- Reserving & paying
- Supplier Management
- Closure
- Reports

## Contact us

Find out more about how the TIA solution can drive your business strategy and sharpen your competitive edge.  
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## Built to support smoother claims handling

The TIA solution's core structure is customer-centric, information-driven and built to enable "one-stop processing", making claims processing fundamentally smoother and more efficient.

## Customization

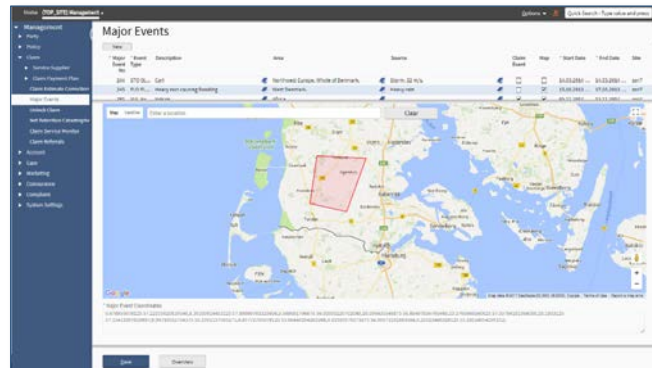
The actual claim-handling rules and business processes enabled in the TIA Solution can be further customised based on your company's specific business rules and authorizations. Configuration is easy and enabled based on user role and your specific product pages. Dynamic re-evaluation and automatic processing of claims is also possible using TIA Intelligent Processing functionality.

## Open integration possibilities

The TIA solution enables best-of-breed and start-up integrations with very limited dependencies. If you need to customise your claims handling even further using external technologies, it's easy with TIA's built-in sharing functions. Our REST services also make it easier and more cost effective for developers to create custom integrations from scratch.

## Major Events map

When a major event is registered in TIA, a map identifying the affected area can be part of the definition, along with date and event type. When a new major event is created from the Management menu, existing claims can be added to the event as part of the creation process or as part of the claims handling process.



Major Events map

## Claims support from our Services & Solutions team

In addition to our Service & Solutions teams in Scandinavia and the Baltics, we now have boots on the ground in South Africa. Reach out for consultation or support around creating the claims-handling process that best supports your customers and your business.