

“Improving Claims Management to enhance the Customer Experience”

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SPEAKERS

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*Subject to final confirmation

In the present highly competitive and economically challenging environment, claims management can serve as a market differentiator that puts insurance companies at the forefront of industry leadership and innovation. There is a common misconception that all claim processes are the same. Nevertheless, to be successful, insurers need to improve the operational efficiency of their claims department and build an operating model that can minimize claims costs as well as eliminate the unnecessary expenses associated with claims handling

C-Parity's Claims Management Conference will provide a strategic platform that will discuss effective and efficient claims operations to enhance the customer experience.

MAIN TOPICS TO BE ADDRESSED

- THE EU REGULATORY FRAMEWORK FOR CLAIMS HANDLING
- TRANSFORMING CLAIMS THROUGH PREDICTIVE ANALYTICS
- CONTROLLING CLAIMS LEAKAGES THROUGH TECHNOLOGY
- IMPROVING THE CUSTOMER EXPERIENCE
- MAKING CLAIMS MANAGEMENT EFFECTIVE AND PROFITABLE
- ERADICATING FRAUDULENT PRACTICES IN CLAIMS MANAGEMENT