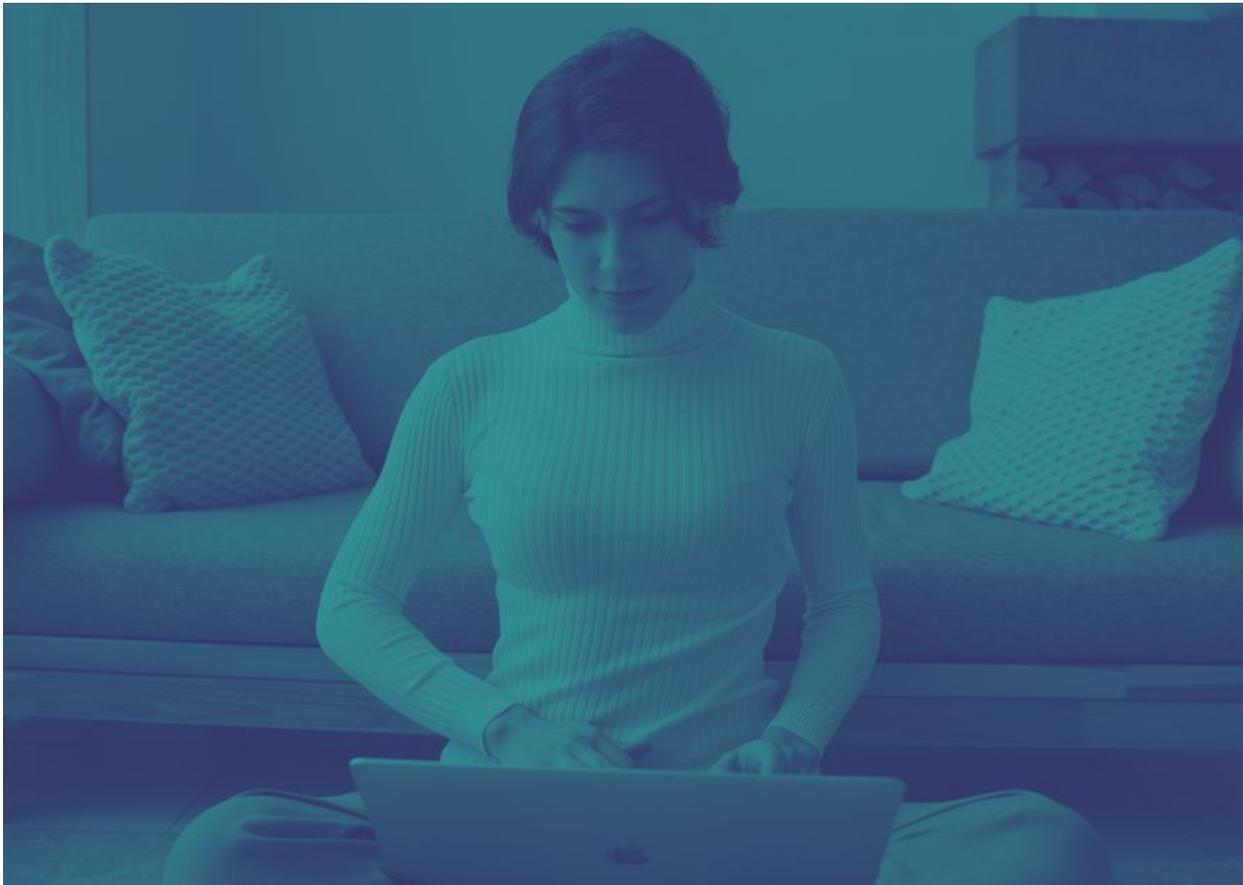


TRAVEL INSURANCE: CLAIMS

Success story

The quickest conversational AI claims solution to be delivered



Introduction

In the midst of the novel Coronavirus (Covid-19), the travel insurance industry has encountered many unexpected shifts and challenges. Almost overnight, South Africans were no longer allowed to travel, regardless of any pre-made travel arrangements.

In April 2020, the South African President addressed the country, announcing the Covid-19 Pandemic. He advised the country to delay and cancel all unnecessary travel arrangements, which was later upgraded to a complete travel ban. As a result, holiday makers, business travelers and family and friends planning to travel went into a panic.

One of the largest travel insurance companies instantly received an extraordinarily high volume of calls and emails about travel insurance claims. This placed its call center and business under enormous pressure. This pressure was only going to increase, especially with level 5 coming into effect, placing all South Africans on lockdown.

The company needed a digital claims solution and they needed it fast!

Embracing the challenge

Soon after the initial call from the travel insurance provider, FinChatBot got working on a conversational AI claims solution. The main purpose of the solution was to provide customers with an alternative channel to communicate with their travel insurance provider regarding claim submissions. FinChatBot's agility and flexibility enabled the team to plan, build and implement a solution in just five days, helping its client to uphold its promise to customers of a timely and professional approach.

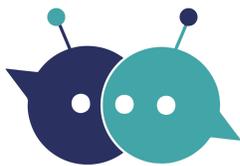
“FinChatBot's innovative solution, together with their on-going commitment to the success of this new customer experience, has enabled us to ensure excellent customer experiences.”

– Senior Insurance Executive

Key accomplishments



- Demonstrated high agility and flexibility as a team
- Delivered a conversational AI claims solution in 5 days
- 4,7/5 Average user experience rating
- Ongoing reporting and analytics



FinChatBot

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About FinChatBot

FinChatBot is the South African leader and expert in conversational AI solutions for the financial services industry. Founded to address the increasing inefficiency, saturation and expense of call centers, its vision is to positively transform people's lives by ingeniously digitalising and guiding customer experiences.

Currently serving some of the largest financial services businesses in South Africa, its customer-centric conversational AI solutions help clients generate revenue and drive business growth.

FinChatBot's custom-built technology enables fast development and seamless integration with various operating systems, third party providers, and messaging channels (e.g. websites, In-App, Facebook, WhatsApp, Twitter, and more). FinChatBot helps digitalise, guide and continually optimise important customer interactions including customer acquisition and customer care.

If you're interested in exploring conversational AI for your business, [click here to request a demo](#).