



OVERVIEW

Contents inventory services

Our trained contents field experts save time and money

Contents inventories. Two words a loss adjuster dreads. At first it sounds straight forward easy: Make a list of claimed items, evaluate like-kind and quality, find relevant sources, replacement costs, and actual cash values (LKQ/RCV/ACV), then repair or replace the items. But in reality, it's a time-consuming manual task that eats up adjusters' valuable time.

Our contents inventory services offer an alternative. A nationwide network of trained contents experts who do it all, from compilation to evaluation and fulfilment.

How it works

- The contents field expert visits the loss site to compile the inventory of lost or damaged contents. They work with the insured to capture all the items, including photos and documentation where possible, and to identify those which can be restored
- We provide LKQ, RCV, and ACV using your preferred platform (such as XactContents, our own contents settlement worksheet, or a third-party platform)
- A complete, white glove fulfillment service is also available

- The ClaimTracker.com database captures all of the data, so claims reporting and analytics are easy to run
- Post claim support, including receipt reconciliation and holdback calculations

It's a win-win for customers and insurers

Sharpen loss accuracy

15-18% loss accuracy improvement by reducing over-settlement in recommendations and pricing, using your preferred depreciation guidelines



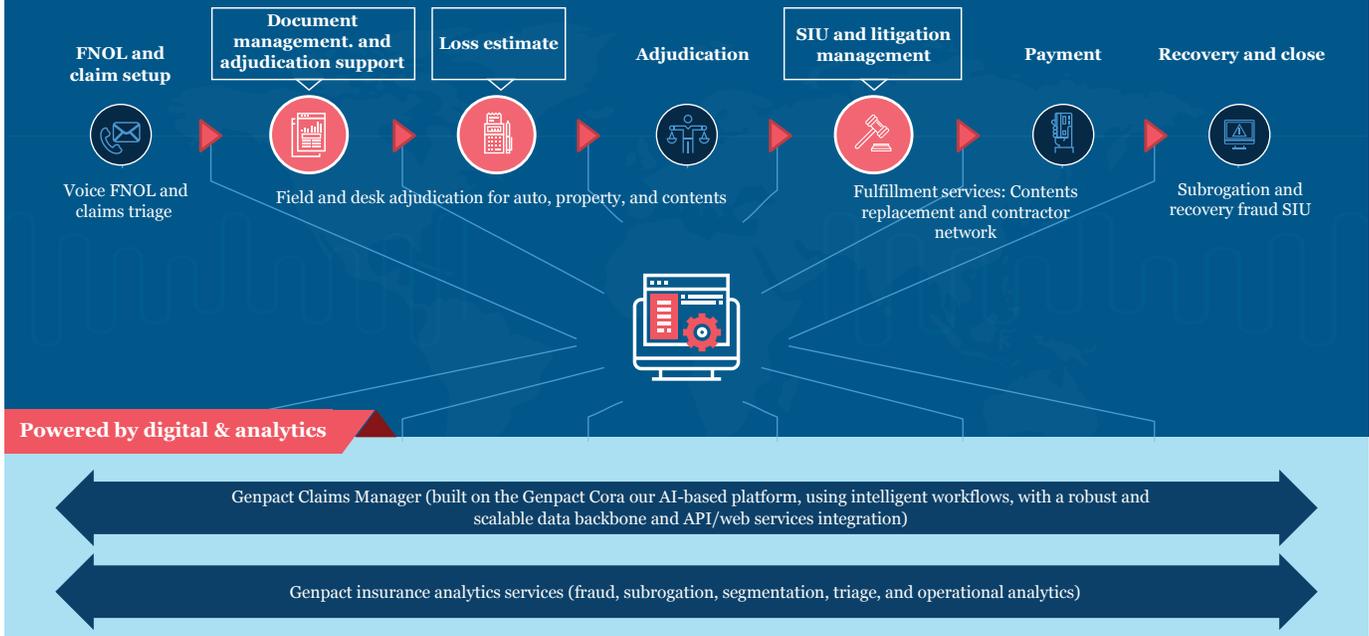
Boost customer satisfaction

Faster claims settlement and less work for the insured can improve customer satisfaction by up to 20%

Shrink loss adjusting expense

Save up to 40% in LAE by freeing up loss adjusters to focus on more skilled tasks and flex resources according to demand

Our end-to-end smart claims approach consists of modular offerings built on our Genpact Cora platform



Genpact and claims

Ever-increasing auto and natural catastrophe claims. Rising customer service demands. Aging legacy systems. These are just some of the challenges insurers face that digital technologies like automation, AI, and analytics can help tackle.

Our digital tools optimize the balance between customer satisfaction, accurate loss assessment, and loss adjusting expense. They span the claims journey, handling

everything from fast-track claims processing to fraud and subrogation analytics. You can start with the module that addresses your biggest challenge and add from there. Or we can run your entire claims operation.

Global insurers and reinsurers, surplus lines insurers, a European insurer, even a top-10 Fortune company - we've transformed claims for them all over the past 15 years. We combine the digital understanding of an insurtech with claims expertise and business process know-how. Let's put this to work for you.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes for hundreds of Global Fortune 500 companies. From New York to New Delhi and more than 20 countries in between, Genpact has the end-to-end expertise to connect every dot, reimagine every process, and reinvent companies' ways of working. Transformation happens here, at Genpact.com.

For additional information contact, insurance.solutions@genpact.com and visit, <http://www.genpact.com/industries/insurance>

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**Transformation
Happens Here**

