



OVERVIEW

Genpact ReFinder

Proprietary analytical modeling
and insurance expertise to recover
missed reinsurance claims

Challenge

If you knew that there were millions of dollars that your company had lost because of faulty systems and processes but that you could recover that money, why wouldn't you act?

Many insurance companies lose money this way because they've failed to identify or calculate viable reinsurance claims. But recovering those amounts can prove challenging. Why?

Because reinsurance is a complicated business. The contracts often involve convoluted, multiparty arrangements, and not every insurer has IT systems specifically designed to log, process, and send claims to its reinsurer. And when carriers have merged with or acquired other companies, there could even be multiple systems in place. In addition, many insurers don't have the headcount or the expertise to handle the tricky process of combing through legacy data to identify recoverable losses.

But there is value locked away in that data - a lot of value. And it can be recovered.

Solution: A customized approach to recovering missed reinsurance claims

Genpact can tailor its ReFinder solution to fit the needs of insurers of any size to mine legacy claims data for missed reinsurance claims and then win them back for clients to reinvest or boost their bottom line.

Working in close collaboration with each client, we use our time-tested methods to set a timeline for recovery. Then, we use proprietary analytical models to scrutinize the data for claim leakage, continuously improving our modeling

along the way. Our experts review each high-probability claim identified and submit the researched cases for client review and approval. All that remains is for the client to bill and collect in good faith.

ReFinder recovers an average of \$5 million for our insurance clients. What's more, we provide root cause analysis so that clients can prevent future leakage. And our engagements are quick, with the data mapping and modeling stage typically lasting only three months.

With ReFinder's combination of proprietary analytical modeling and insurance expertise, insurers can anchor their reinsurance recovery process firmly in the digital age.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. Led by our purpose -- the relentless pursuit of a world that works better for people - we drive digital-led innovation and digitally enabled intelligent operations for our clients. Guided by our experience reinventing and running thousands of processes for hundreds of clients, many of them Global Fortune 500 companies, we drive real-world transformation at scale. We think with design, dream in digital, and solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details - all 90,000+ of us. From New York to New Delhi, and more than 30 countries in between, we connect every dot, reimagine every process, and reinvent the ways companies work. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you - accelerating digital transformation to create bold, lasting results - because [transformation happens here](#).

For additional information visit, <https://www.genpact.com/industries/insurance>

Get to know us at [Genpact.com](#) and on [LinkedIn](#), [Twitter](#), [YouTube](#), and [Facebook](#).

