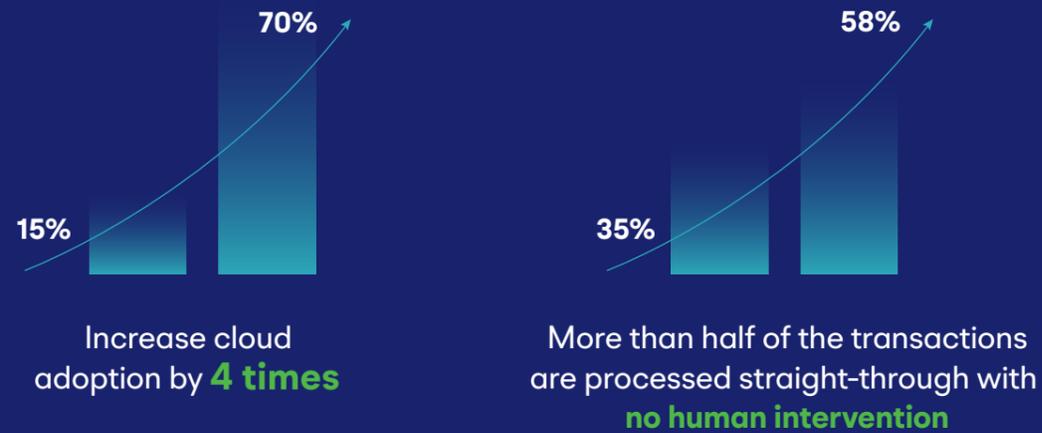


## SUCCESS STORY

### How a giant finance group became digital-first with Insurance 360

#### Unlock operational excellence



#### Deliver bespoke customer experience with digital services



**55%** All transactions processed automatically end-to-end with no human intervention

#### ABOUT US

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## Insurance 360: AI-Powered Solution for Operational Optimization



Combining next-gen technology with home-grown, ready-made AI solutions, including CRM, Confidon, and FPT.AI OCR, Insurance 360 by FPT is a comprehensive solution package that helps global insurers achieve operational optimization with cost-effective, fast, and flexible implementation.

**2s/policy**  
from 20 mins of underwriting time

**>95%**  
of policies can be issued online

**87%**  
of customer claims are auto-resolved online

#### Why Insurance 360?

##### AI-enabled

Leverage AI solutions for decision-making & process automation:

**CONFIDON** for data-driven decision-making in underwriting & claim

**FPT.AI** OCR solution to extract and convert documents into **digital data**.

##### Near end-to-end automation

Insurance 360 offers near end-to-end automation solutions for underwriting & claim, from form submission, decision-making, to notifying customers, with little to no human intervention required.

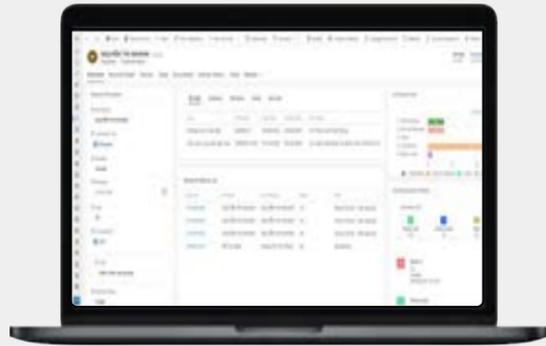
##### Customized & easily integrated

Easily integrated with current legacy systems for **undisrupted operations**.

**Customizable & highly scalable** to serve unique business needs.

# KEY FEATURES

## 1. Customer Servicing



- Supported by CRM
- Provide a comprehensive suite of tools for managing customer interactions and service requests.
- Support tasks including case management, task lists, workflows, and approvals.
- User-friendly interface.

## 2. Customer Onboarding (Underwriting)



Automate data collection and validation



AI-powered decision-making



Little to no human intervention

## 3. Claim Processing



Automate claim information verification

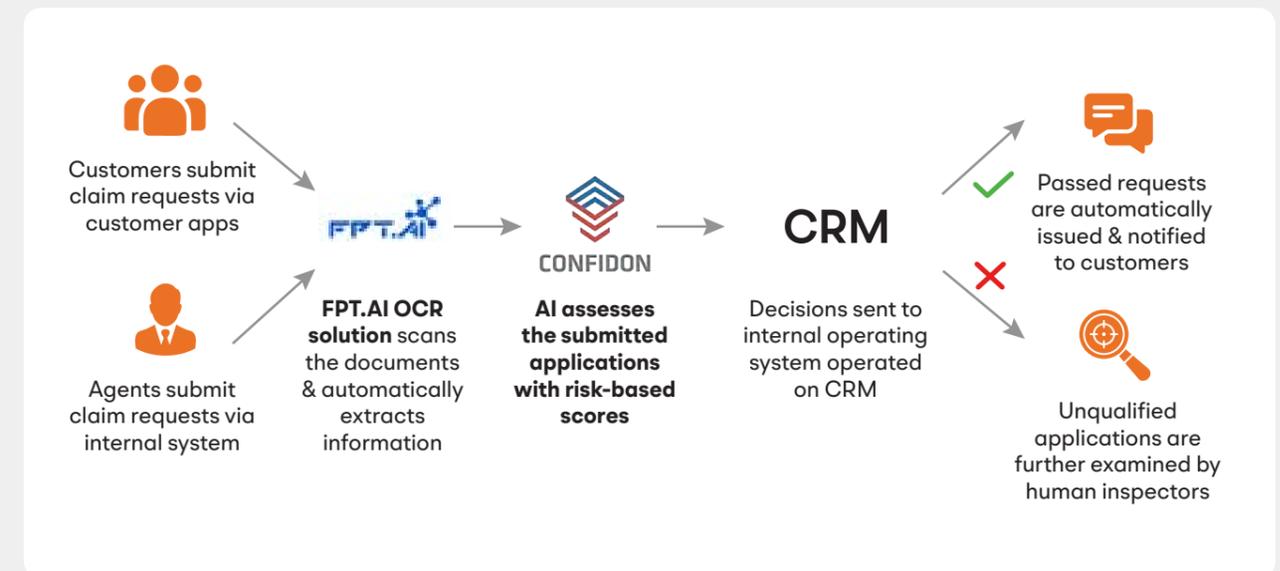


AI-powered decision-making

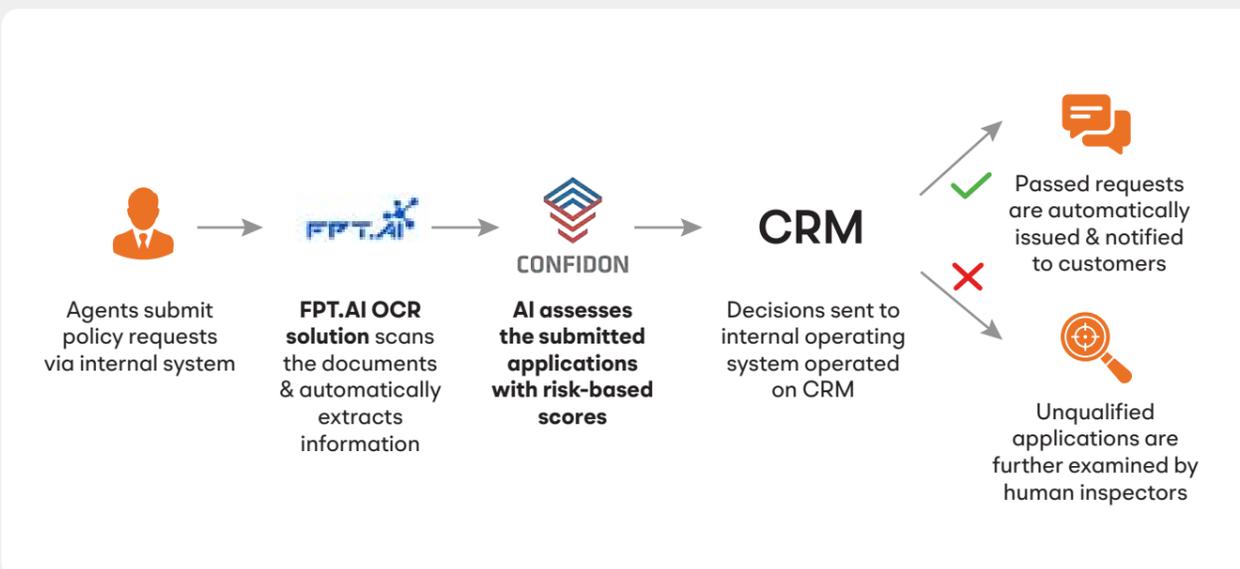


Reduce manual workload & minimize errors

### How it works



### How it works



## INSURANCE 360 - a product by FPT

20+

Years of experience in BFSI

70+

Clients in BFSI

1,000+

AI professionals

Proudly trusted by leading financial organizations

