

MERLYNN

www.merlynn-ai.com

Hyper-automation
integrating TOM™ AI

Insurance Claims



Intelligent Automation ✓

What's Next ? Hyper-Automation...

Hyper-automation is the next step in the process automation journey for insurers, **further automating claims processing, without compromising risk management**, requires a unique technology solution able to accommodate human expertise... this is TOM™.

Intelligent Automation

Intelligent claims processing particularly high frequency / low severity claims handling, has introduced enormous cost savings and \ operational efficiencies for many insurers.

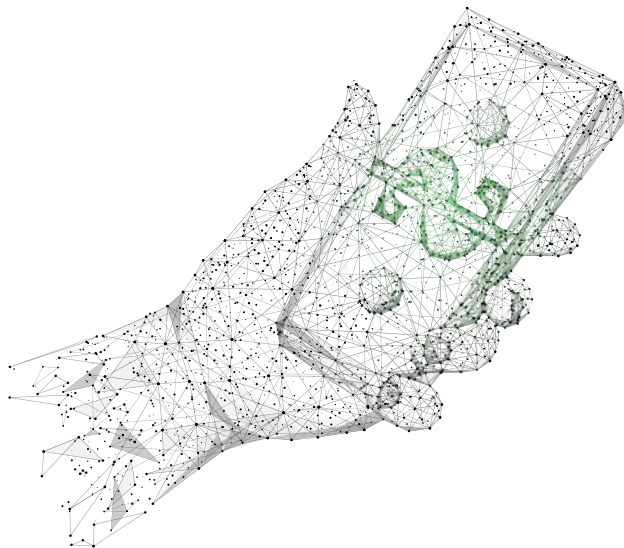
These processes utilize a combination of system-based rules, and various technologies such as data analytics, predictive AI, optical character recognition (OCR) and natural language processing (NLP) etc, to analyze

claims and automate actions or tasks using RPA technologies. As an output legitimate claims are sent for processing, **high-risk or high value claims are queued for human intervention**, decision making and authorization...

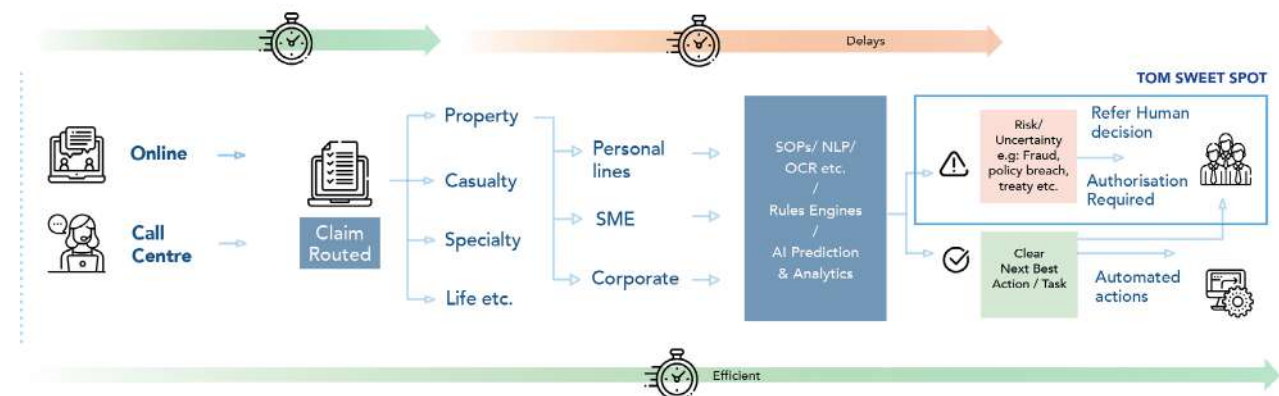
for example, claims which exhibit potentially fraudulent characteristics, are flagged for human analysts to investigate.

The diagram below illustrates the point at which tasks are handed off for human intervention (terminal node) - within intelligent automation processes.

This point will vary within lines of business and level of automation maturity within each organization.



Simplified Claims Process Intelligent Automation (Property Example)



Human Intervention

As the impact, severity and complexity of claims increase there is a greater reliance on human intervention. Decision complexity often **requires judgement and expertise from a panel of subject matter experts such as product and domain experts**, legal, compliance or third party professionals to provide opinion and advice in determining the most appropriate action required. This is one reason why the industry has seen very little automation in certain sectors and tasks.

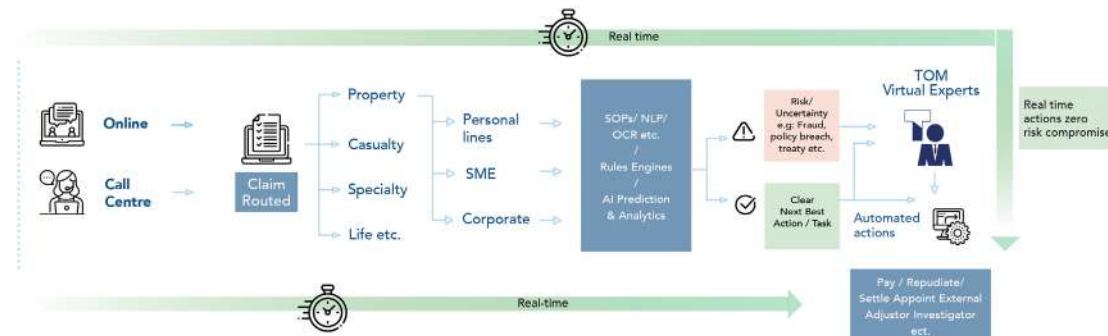
Decisions may be further complicated by **commercial or ethical considerations**, which require an appreciation of the bigger picture and business acumen to make smart decisions that achieve the best outcome for all parties. These decisions have remained the domain of human experts because until now it has not been possible to automate this kind of decision making without compromising risk.

Human insight and expertise remain **vitaly important to managing risk**, the downside lies in **service delivery delays and process or resource inefficiencies** created in the referral process. Merlynn's Proprietary AI technology- TOM™ - provides a practical solution to alleviate access constraints to human expertise...

Hyper - Automation Integrating TOM™

Merlynn's Tacit Object Modeler TOM™ is unique in its ability to digitally 'clone' human expertise and create a **'Virtual Expert'** which replicates the decisions of a human expert. Via these Virtual Experts organizations are able to access the insights of their human experts in real time, enabling them to **hyper-automate complex decision processes without compromising risk**.

Simplified Claims Process Intelligent Automation (Property Example)



The diagram illustrates a claims process which incorporates Virtual Experts to achieve Hyper-automation. Virtual Experts may be deployed upstream or downstream within the process flow as required or demanded to accurately identify the root cause and determine the appropriate next steps for resolution.

Business Benefits:

Reduce Risk

- Real-time insight from multiple experts e.g.
- Compliance, Legal, SME etc applied to all claims
- Commercial, business risk and ethics considered in all claims decisions
- Reduced human error, more accurate and consistent decisions from best expert
- Transparent decision trail for audit or legal purposes
- Reduced time to initiate investigations, assessors etc

Operational Efficiencies

- Real-time turnaround / authorization on legitimate claims
- Approval & Escalation process revolutionized - directly to highest mandate
- No requirement to delegate authority
- Expert time spent on higher value tasks
- Enhanced customer experience



TOM Technology - What Makes TOM Unique?

- Ability to model human expertise and decisions requiring judgement and instinct (tacit knowledge). Requires no historical data for model creation.
- User-friendly interface enables non-technical domain experts - to create and update their models with all AI complexity accommodated in the backend.
- Rapid learning accommodates model updates (within hours) to cater for an evolving risk and regulatory landscape. Rapid deployment Via TOM API.