



Specialist Travel Insurance Claims System

Our travel claims system has numerous travel-specific features such as exchange rate calculations, out of the box travel policy and extras benefit mapping, destination and travel warning validations, location-based technical fraud and error checks. In addition it features high levels of process automation and machine learning, allowing for instant processing of claims.



Lodestone Solutions is ISO27001:2013 Certified
(Certificate AUS/ISMS/JAS-C0003/0021)

+61 414 496 450



info@lodestonesolutions.com.au



www.lodestonesolutions.com.au

Lodestone SOLUTIONS

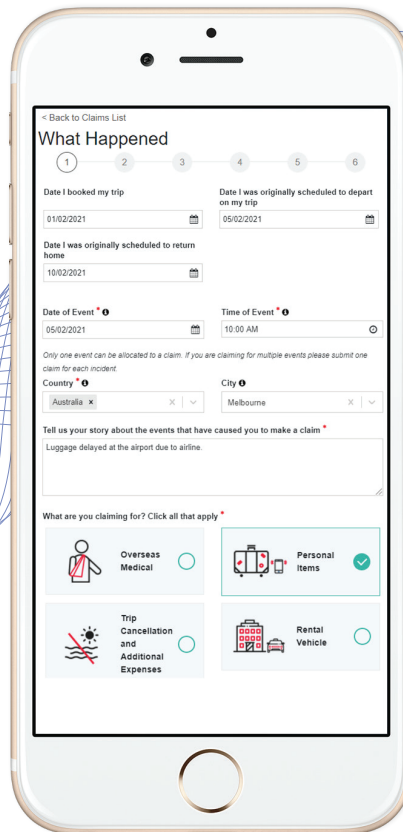
Travel Insurance Claims System Features



Our 360 degree customer claim site is a social media style feature. It allows easy customer interactivity for claims progress and communications, submission of additional documents



The system is built on a modern web architecture, using Microsoft stack technology. It is fully modular and API enabled.



Multi-brand tenancy allows the travel insurer to handle multiple client brands and assistance providers on one platform. This makes the system highly efficient and low cost to operate.



The solution uses AI and NLP to allow for quick and efficient claim processing, even full claim automation, saving claim administration costs and boosting customer NPS.



Status driven workflow



Automated OCR scanning of supporting docs



Multi-currency



Dashboards



Approval delegations



Policy validations & fraud checks



Domestic and international payment validations



BI suite with standard claims reports



Automatic reserving



Sophisticated task management



Fully automated bank interfaces



Customer claim site with 360° claim view



Multi-brand tenancy



Auto document generation



Audit trails & history tracking



Domestic medical visitor claims



Complex org structures



Email and SMS communication



Code of Practice compliance alerts and reports



AI / Straight through processing