

Claims intake checklist

A free guide for insurers in the United Arab Emirates. Tick what already slows down the first claim report and the steps that follow it.

TICK WHAT ALREADY HURTS

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| ☐ New claims arrive by email, WhatsApp or a shared inbox, and nobody can see where each one stands | ☐ Garages and repair shops are chased for updates by phone or chat |
| ☐ Photos, police reports and garage quotes arrive separately and never reach the claim file | ☐ The same incident is reported twice and nobody notices until later |
| ☐ Arabic and English claims are handled as two separate processes | ☐ When someone asks who changed what on a claim, the history is incomplete |
| ☐ Claims handlers type the same progress update for brokers and customers by hand | ☐ Smart tools get tested but never become part of everyday claims work |
| ☐ Your current claims system has no easy way to receive new claims from other tools | ☐ Reports on open and closed claims are rebuilt in a spreadsheet every week |

WHAT GOOD ENOUGH LOOKS LIKE (KEEP YOUR CURRENT SYSTEM)

1. One front door for new claims: every channel comes in, one clear status goes out
2. Photos and documents saved straight into the claim, not lost in chat threads
3. A simple link to the claims system you already use, so nothing has to be replaced
4. A person checks and approves before any automated step changes a claim record

SAVE COSTS

Fewer hours spent copying, chasing and retyping the same details.

BETTER PROCESSES

Faster first replies, fewer lost documents and a clear record of every change.

MAKE MORE MONEY

Happier customers and brokers who stay, and a team free for higher value work.

WORTH KNOWING

Emirates Insurance has shared that it automated about 380 hours of manual reconciliation work in 3 months, and made motor claims registration 30 to 40% faster. Gains like these usually start with the slow, repeated steps on this checklist.

HOW WE CAN HELP

Souza Labs helps insurers connect the tools they already have, automate slow manual steps and keep their systems running smoothly. We work in small steps, so you see results early without replacing your core system.

YOUR FREE ESTIMATE

Send us your ticks and we will send back a free estimate of how many hours you could save, or how much money automation could unlock, with the working shown so you can check every number. It is an estimate, not a promise, and there is no pitch. Prefer to talk it through first? Ask for a free consult.

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