



Thought-Driven Automation

Leveraging AI Agents for
Acceleration in Insurance

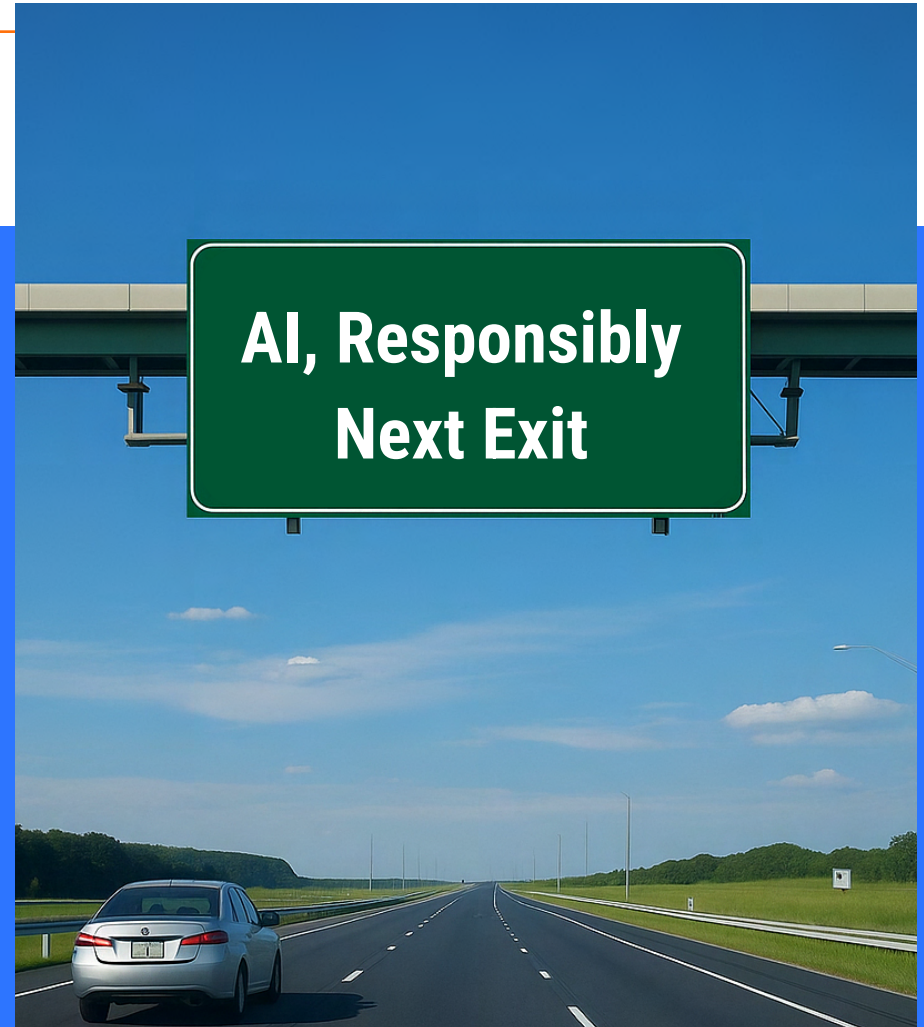
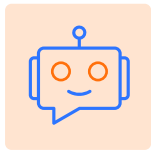


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Introduction

Imagine a **digital co-worker** that works 24/7 to

- Eliminate manual data entry or tedious document review.
- Free you to focus on the tasks that leverage your valuable skills.
- Put intelligent insights and predictive indicators at your fingertips.

These AI Agents will elevate user experience and improve operational efficiency for you and your team.

From AI Model to Digital Co-Worker

“At Cogitate, we believe AI Agents will soon be widespread, playing a transformative role in the intelligent tasks that are common across the insurance lifecycle. These AI Agents are particularly well-suited to repetitive and decision-based functions, from submissions and underwriting support to policy servicing and claims adjustments.

In the near term, we expect to see a significant impact in areas like submission automation, risk analysis, and quoting for complex risks.”



Arvind Kaushal

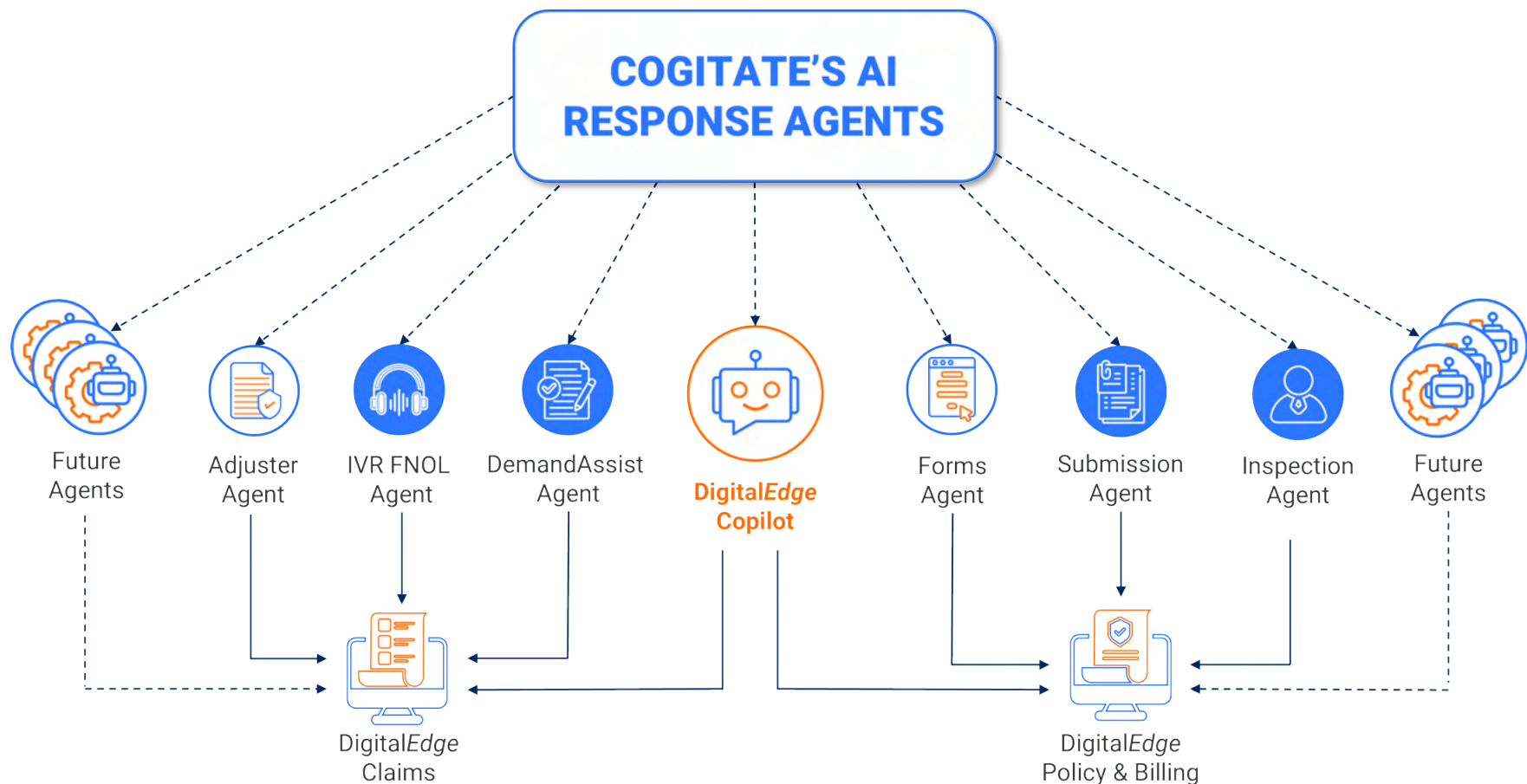
Co-Founder & CEO,
Cogitate



Cogitate AI Agents

Our mission is to develop AI Agents for positive impact on your team and your business goals - bringing elevated user experience and operational efficiency to the workplace.

Working directly with our customers, we're developing AI Agents to augment staff in roles working across DigitalEdge Insurance Platform.



Cogitate AI Agents

How can AI Agents support today's workforce? Let's look at 4 key AI Agents impacting the work of underwriters and claims adjusters.



AI Submission Agent



AI IVR FNOL Agent



AI Inspection Agent



AI DemandAssist Agent



AI Submission Agent

Using AI to Replace Manual Entry of Submissions

For coverages that require complex submissions, including forms, loss runs, financial statements, inspection reports, and other free-form text or handwritten documentation, the data intake can be a challenge. It is a considerable task to manually enter the data, hindering response time and growth potential.

The aid of an AI Submission Agent offers 24/7 submission ingestion directly from email to the underwriter workbench within DigitalEdge Policy, at a small fraction of the cost to do the work manually. For companies relying on BPO to perform manual entry, this is an opportunity to bring control in-house and accelerate the intake.

Does this describe your current operation?

- We are bogged down entering the applications manually, and the backlog can result in lost opportunity.
- It's time to insource our submission intake. Outsourcing is becoming costly.
- We'd like to accelerate our response time to our distribution partners.



What does it save?

Sample results for a Professional Liability Insurer:

- Average time to manually enter each submission: 20 min.
- Number of submissions received per month: 1600

Time saved with AI Agent:

(1600 submissions x 20 min.) / 60 min. = 533 hrs.

3 FTE* reallocated to the underwriting of more business

* Full-Time Equivalent based on 173 hrs. per month

How does it work?

- In just **2 minutes**, the AI Agent ingests and applies all data to the designated fields within DigitalEdge Policy platform.
- The submission is flagged in the underwriting workbench as ingested by the AI Agent, ready to be evaluated.
- All data entered by the AI Agent is highlighted in color coding to reflect confidence scores and all uploaded documents are stored in the application repository.
- These documents are highlighted to correspond with the data pre-filled in the workbench for underwriter review.



AI Inspection Agent

Using AI to Review Property Inspection Reports

If you've reviewed a property inspection report, you know it requires a keen eye to review the data and photos - and compare your findings to the underwriting guidelines. Adding to the effort, these reports do not follow a standard format, which could contribute to missed information.

Consistent adherence to underwriting guidelines is ensured with the AI Agent, which reviews the inspection report and compares its content to the underwriting guidelines. The outcome is a Summary Report containing Non-Compliant Findings, Recommendations, and a Risk Assessment Score. This supports the underwriter's decision to either Approve, Cancel, or add Exclusions to the Policy with high efficiency.

Accelerated response time, consistency, adherence to underwriting guidelines, and inspection report data capture add value beyond the minutes saved.

What would matter most to your team?

- Improve response time.
- Improve accuracy.
- Provide guardrails for newer underwriters.
- Ingest the data from inspection reports for future use.



What does it save?

Sample results for a Personal Lines Insurer:

- Average time to review and compare an inspection report to underwriting guidelines: 15 min.
- Number of inspection reports received per month: 500

Time saved with AI Agent:

(500 reports x 15 min.) / 60 min. = 125 hrs.

.75 FTE Reallocated to the underwriting approval process

How does it work?

- Through an email 'listener' the AI Inspection Agent retrieves the emailed documents directly from the inspection firm.
- In **2 minutes**, the AI Inspection Agent augments the underwriting workflow by synthesizing the inspection data to the underwriting guidelines, producing a summary of the anomalies for underwriter review.
- The report is attached to the application in DigitalEdge Policy's underwriting workbench, along with the inspection report.



AI IVR FNOL Agent

Offer 24/7 FNOL and eliminate manual data entry

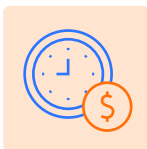
With the assistance of the AI IVR FNOL Agent, your policyholders can report FNOL from anywhere, at any time of day or night, without language barriers or frustrating menu-driven intake. AI is making that a reality.

An empathetic voice replaces menu-driven responses to guide your policyholder through the reporting process with the ease of a phone call.

This AI Agent ensures all of the important information is extracted during the call, prefills this information into DigitalEdge Claims platform, evaluates the severity of the claim, and assigns the claim to the appropriate adjuster.

How could your FNOL be better?

- Offer 24/7 FNOL.
- Reduce reliance on a third-party call center.
- Replace traditional menu driven IVR FNOL.
- Elevate intake for automated delivery into your claims platform.



What does it save?

As FNOL conversations may vary in time, we exclude that savings from our calculation, but we can illustrate significant savings on manual input of FNOL data.

Sample results for a Personal Auto Insurer:

- Average time to manually enter an FNOL: 15 min.
- Number of FNOL received per month: 1,300

Time saved with AI Agent:

$(1300 \text{ FNOL} \times 15 \text{ min.}) / 60 \text{ min.} = 325 \text{ hrs.}$

2 FTE reallocated to resolving claims

How does it work?

- When the call starts, the cognitive services within the AI IVR recognize the speech and generate the trained responses. The LLM (large language modeling) processes the intent of the conversation, captures the speech, and translates it to text.
- Responses are validated for flow continuity, and AI responses are translated back to speech as the entire FNOL intake occurs.
- Once the call is complete, all data is properly filled within DigitalEdge Claims platform, triaged for adjuster experience, and auto-assigned.



AI DemandAssist Agent

Avoid bad faith claims with AI Demand Identification

Personal injury firms have access to a growing number of AI-powered solutions to develop Time Limit Demand Letters (15+ at the time of writing this eBook). These solutions speed strategic letter creation and increase daily output.

As adoption of these solutions becomes mainstream, the rapid release of letters will be felt by the mailrooms of insurers. As demand language can be hidden in complex, long physical documents, the review process is arduous. A single missed demand can be very costly.

The AI DemandAssist Agent has been developed to remove human intervention from the review of incoming mail for demand letter language. This fully automates the identification, logging, and tracking of time limit demand

Take a bite out of social inflation. Is this you?

- Operate in a highly litigious states.
- Receive a high volume of Time Limit Demands daily.
- Experienced a costly 'miss' on a Demand Letter.
- Want greater control and monitoring of Time Limit Demands.



What does it save?

Sample results for a Non-Standard Personal Auto Insurer:

- Number of pages requiring review per month: 29,000
- Average manager time spent on manual review: 1 hr./day

Time saved with AI Agent:

20 hrs./mo. x 7 managers = 140 hrs.

0.84 FTE allocated to claims adjustment.
Never missing a demand using this AI Agent...that's invaluable.

How does it work?

- The AI Agent scans thousands of documents each day to determine which combinations of keywords and phrases represent attorney demand letters.
- The AI DemandAssist Agent uses large language intelligence to look for context of keywords and understanding of the semantics to identify demand letters from OCR scanned documents.
- With LLM, the AI Agent determines key word combinations that are true demands - and learns how to eliminate false positives. This critical AI Agent feeds the DemandAssist module with identified Demand Letters for full cycle management by the adjuster and supervisor.

AI Agents & Your Workforce

Think of AI Agents as Digital Co-workers, to support your workforce, not replace it.

How can AI Agents support your talent management strategy?



Grow Your Business Exponentially

Adoption of the modern digital core platform enhances your performance in the marketplace through ease of use, automation, and ecosystem partner integrations. We've witnessed exponential customer growth on DigitalEdge Insurance Platform with stable staffing levels.

Embedded AI Agents supercharge those platform advantages with intelligent automation and smart insights.

We've offered four examples that bring additional capacity to your existing teams. Imagine what 10, 20, or 100 of these AI Agents, working collaboratively across the core platform, will do to unearth additional staff hours for reallocation to high-value tasks.

Leverage newfound FTE hours and digital co-worker intelligent insights to reduce cycle times, make informed decisions quickly, offer exemplary customer service, and explore new markets.

Improving the User Journey

"As the AI Agentic Layer expands, these agents will interact with each other to improve the user journey. For example, the AI IVR FNOL Agent, in the future, will interact with an AI Glass Claims Agent that handles glass repair during FNOL intake. This will allow for immediate reporting of the claim to the glass repair provider and identify the most convenient locations for the repair. The FNOL Agent can immediately share those details with the policyholder for a personalized, expedited experience."



Arvind Kaushal

Co-Founder & CEO,
Cogitate



Gain a New Workforce Resource

From data entry tasks to FNOL intake, AI Agents are being developed to **thoughtfully** manage specific processes, with the goal to alleviate inefficiency and improve user experience.

Until now, many insurers have turned to outsourcing of manual processes to defray in-house costs, support growth, and offer around-the-clock support. Now AI Agents offer an alternative to bring some processes back in-house.

With the addition of **thought** (or intelligence) to the automation of many processes currently supported by Business Process Outsourcing (BPO), AI Agents bring a new resource to insurers that is cost-effective and supports internal teams with aligned, supportive thinking **within the core platform**.

Today, the insurance industry spends in excess of \$7.4 billion annually on BPO.¹ Insurers that embrace an AI strategy with their technology partners will gain opportunities to reduce reliance on BPO. The benefits include regaining control of processes, knowledge, and policyholder experience, reducing external data privacy concerns, and improving speed and accuracy.

Are AI Agents Really Thinking?

AI Agents are created to understand context and take certain actions based upon the prompts we design. So, yes, in effect, they are adding a human-like thought process to task completion.

.....
“We are evaluating the smallest details within today’s processes across our DigitalEdge Policy, Billing, and Claims to identify potential AI Agent to Agent collaboration.

For example, if we write a piece of business on the policy platform, but we ultimately determine through the claims process that we do not want to renew this business, an AI Agent can take over that process of communicating that directly from the claims platform, back to the policy platform to create the non-renewal. This replaces a manual approach requiring a claims report to be delivered from the adjuster to the underwriter.”



Jacqueline Schaendorf, CEO
Southern General Insurance Company

1. <https://www.thebusinessresearchcompany.com/market-insights/global-insurance-business-process-outsourcing-market-2024>



Support Knowledge Transfer & Training

How does your workforce compare to the age distribution of key roles in underwriting and claims, illustrated in Exhibit A? If you'd describe your staff as highly experienced and tenured, you are no doubt considering what your future workforce will be comprised of and how you will ensure a smooth transition and knowledge transfer as they age out.


We believe AI Agents will offer support for consistency when embedded into critical workflows. Entry-level workers can be supported with innovative AI Agents that offer guidance tools and guardrails for both underwriting and claims roles to:

- Provide predictive insights
- Discover anomalies
- Maintain standards
- Perform research

This is particularly important for the under-34 age bracket, with an average tenure of under 2.7 years in the insurance industry.²

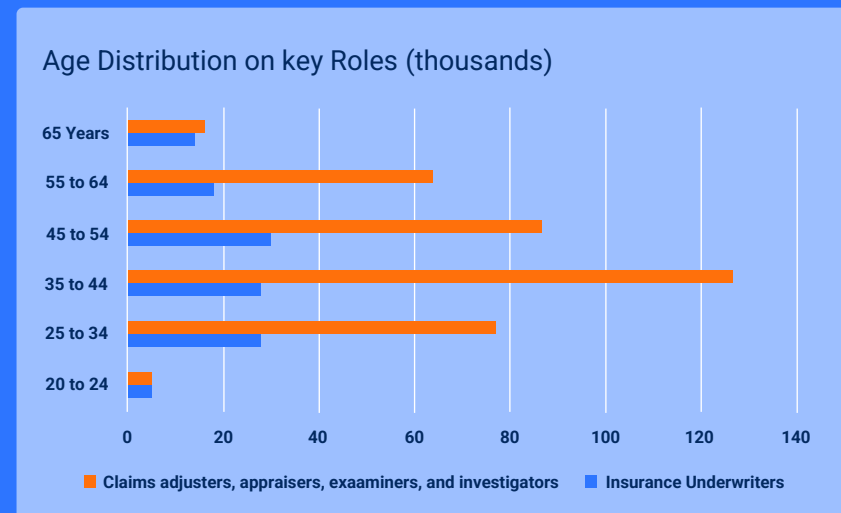
How does your workforce compare to the Insurance Industry?

 Median age in claims 44 yrs.³

 Median age in underwriting 46 yrs.⁴

 Ave. employee tenure 4.9 yrs.⁵

Exhibit A



2. <https://www.bls.gov/news.release/tenure.t01.htm>

3. <https://www.bls.gov/cps/cpsaat11b.htm>

4. <https://www.bls.gov/cps/cpsaat11b.htm>

5. <https://www.bls.gov/news.release/tenure.t05.htm>



The Future of Cogitate's AI Agentic Layer

CogitateLabs is our innovation hub designed to drive AI and data science initiatives that promise rich insights and significant productivity gains for our customers.

Our data scientists are hard at work developing the next wave of AI Agents to provide digital assistance to support, validate, and even elevate the thought process of the DigitalEdge Insurance Platform community. The future of the Agentic Layer will include 100s of AI Agents that interact with one another to streamline processes across the platform for your teams, policyholders, and distribution partners.

Our AI Agent initiative reflects input from our customers and the marketplace. We welcome your ideas, your questions, and your interest in learning more.

Contact us at info@cogitate.com to learn more.

AI Agent RoadMap



Quote Comparison Agent



Loss Runs Summary Agent



Billing Reconciliation Agent



Claim Summarization



Report Generation Agent



Forms Generation Agent

...and more

Cogitate

About Cogitate

The Cogitate DigitalEdge Insurance Platform digitalizes insurance across the value chain, offering insurance carriers, MGAs, and program administrators a smooth transition to cloud-native, data-driven core underwriting, policy, billing, and claim applications. The AI-powered, unified insurance platform unlocks the value of first-party data and advances the power of third-party data for profitable growth, superior risk selection, and a streamlined, modern user experience.

Backed by more than 100 combined years of comprehensive experience and domain knowledge, our products are uniquely designed to meet the needs of insurance businesses of every size.

Contact Cogitate for more information at sales@cogitate.com or visit our website at www.cogitate.com.



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