

**ECHO R2:**  
**The Future  
of Claims  
Management**

# With ECHO We've got your back

Plug and play SaaS  
P&C Claims Solution



Transform the way you manage claims with our state-of-the-art ECHO R2platform. Designed with millions of claims in mind, R2 propels your operations into the future, providing a seamless, multinational claims processing experience that exceeds customer expectations.

Does your technology limit you in improving the claims experience of your customers and exceeding their expectations? In rolling out an international claims process as part of an international insurance program? Or in benefiting from the integration of new technologies to improve your claims process?

Or do you simply want a quickstart with an out of the box, ready to use claims platform for challengers in the insurance industry?

Our ECHO platform, built and optimized based on millions of processed claims, is now available and offering you a multinational, Plug and Play, Open & Connected, highly configurable and scalable Claims system. Avoid risky legacy migrations to start benefitting from its rich features and agility while it fully integrates with your existing landscape.

Giving you peace of mind that local and European compliancy is taken care of by us, secured by ISO27001 certification and ISAE3402, running in our own AWS Virtual Private Cloud granting scalability to grow your business.



### Claim Handling: Thorough and Thoughtful

ECHO streamlines claim handling with unparalleled precision and fairness. Our platform meticulously establishes liability, conducts thorough anti-fraud checks, and accurately verifies damage amounts. Plus, with our advanced provider management module, ECHO expertly assigns the most suitable provider for each job, ensuring top-notch service at the agreed price. Trust ECHO for an efficient, transparent, and fair claims handling experience.

### Payment & Recovery: Efficient and Empowering

When your claim is approved, ECHO not only facilitates a variety of claim payment methods to ensure a seamless financial settlement process but also offers comprehensive recovery solutions. Our system is designed to flag claims with potential recovery opportunities, initiating a proactive pursuit to reclaim funds. This dual approach makes claims recoveries efficient and hassle-free for our clients.

### Closing: Quality and Closure

In the final step, you can have ECHO prioritize quality control, providing comprehensive reporting and instigate a feedback loop to underwriting, ensuring continuous improvement of your products. Data retention, as dictated by local GDPR, or similar regulations, is taken care of by the platform.

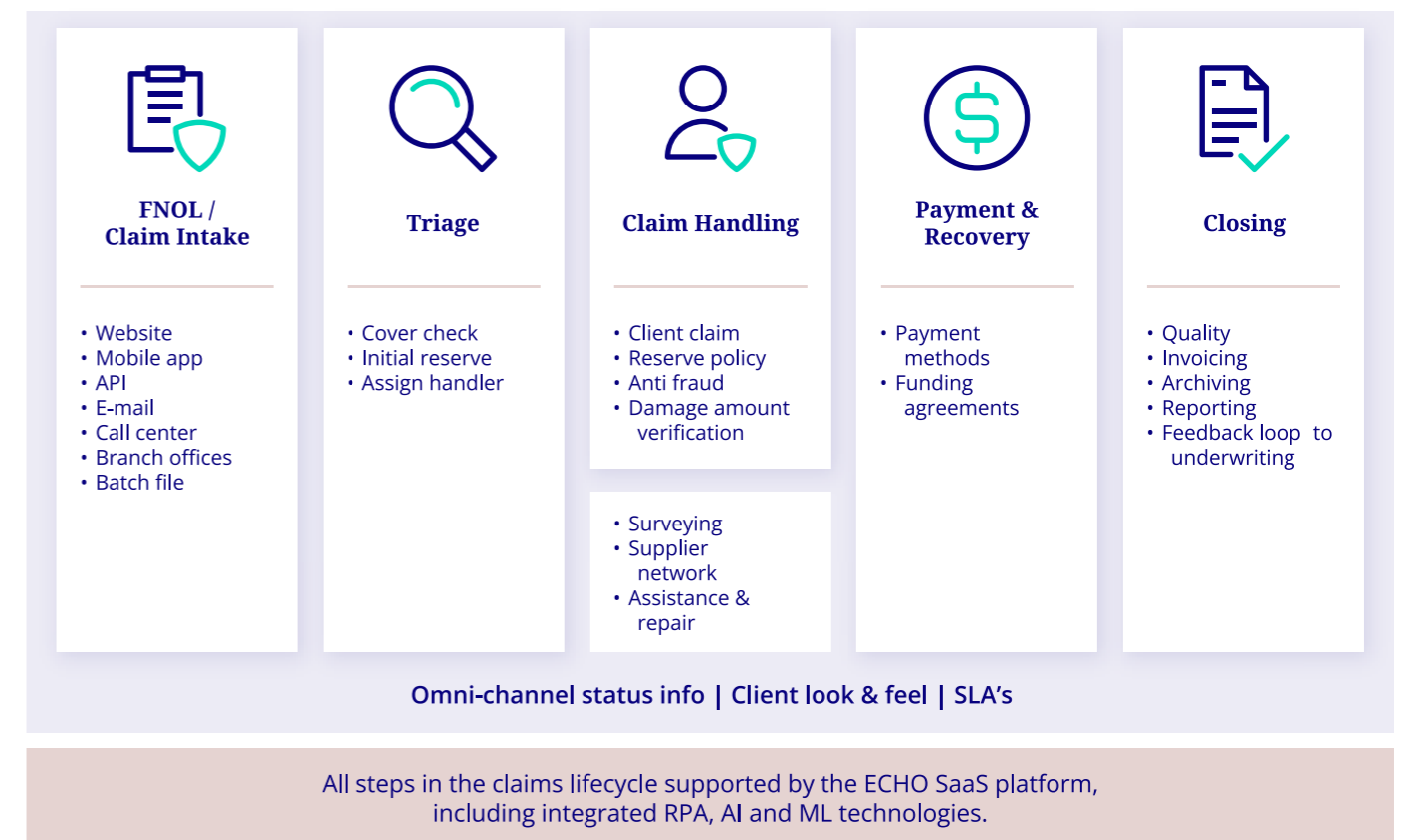
## From First Notice to Final Closure: Seamless Claim Journey with ECHO

### Connect with Ease:

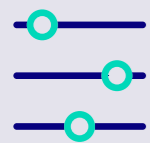
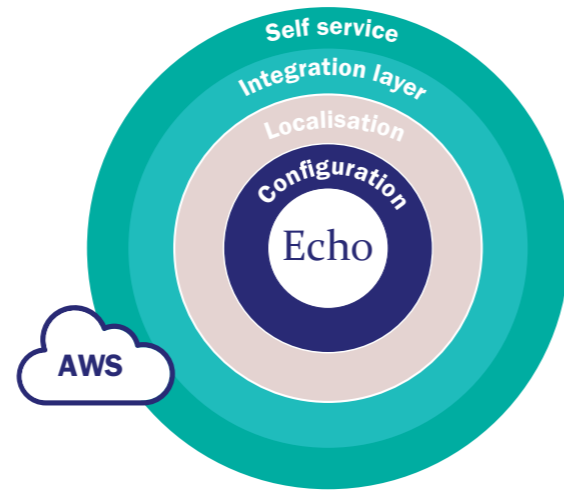
Begin the claim process with the channel of your choice. Whether through our user-friendly website, convenient mobile app, claim API to integrate in your own front-ends, email, call centre, branch offices, or batch files – we ensure your starting point is as flexible as you want it to be

### Triage: Precision and Personalization

Our intelligent triage system quickly assesses your claim, performing a cover check, setting an initial reserve, and assigning a dedicated handler. It's the perfect blend of technology and personal touch to get your claim on the right track.



## Seamless Integration, Empowered Self-Service, Cross-Border Compliance and Configurable Agility with ECHO R2



### No-code setup:

Tailor the claims process to your exact needs with easy adjustments. Set and share the expected service levels with your customers and brokers, or agree on them with your suppliers—these are all integrated into the process, ensuring tasks are carried out in order of importance. Plus, adjusting the claims process for high-priority situations like natural disasters is straightforward, just by updating a few settings.



### Multi everything:

Supporting your international European ambition not only by being multilingual and multi currency, but also complying with European and local legislation and claims handling conventions offering you a single instance solution and claims process for all your P&C claims throughout Europe.



### Plug and Play:

ECHO is built with a clear focus: to provide you with the best claims-handling features while eliminating the usual long and complicated setup processes. The integration layer that surrounds the core platform allows you to connect easily with any policy management system you're using, no technical setup required. The rich set of available API's allows you to integrate ECHO into your own frontends, plus, you get instant access to the latest AI/ML technologies and other advanced services that are already part of the system.



### Self-servicing:

Give your customers and brokers the tools to take an active role in the claims process. Our platform enables them to report claims easily using a mobile app, chat directly with claims handlers, and share documents effortlessly. Our ready-to-use communication channels for both policy holders and business partners can be branded as your own, enhancing your market offerings. Find out how to add this to your services in our Self-Service product sheet.

# Self Servicing

### For the Insured:

**Claim App** – Experience seamless claim notifications at your fingertips. Our intuitive app is designed for the insured, making claim submissions as easy as a few clicks.

**MyClaim:** Stay updated, stay informed. Engage directly with policyholders through a personalized, easy-to-navigate portal. MyClaim brings insurers and insured together, fostering transparent communication and efficient claim management.

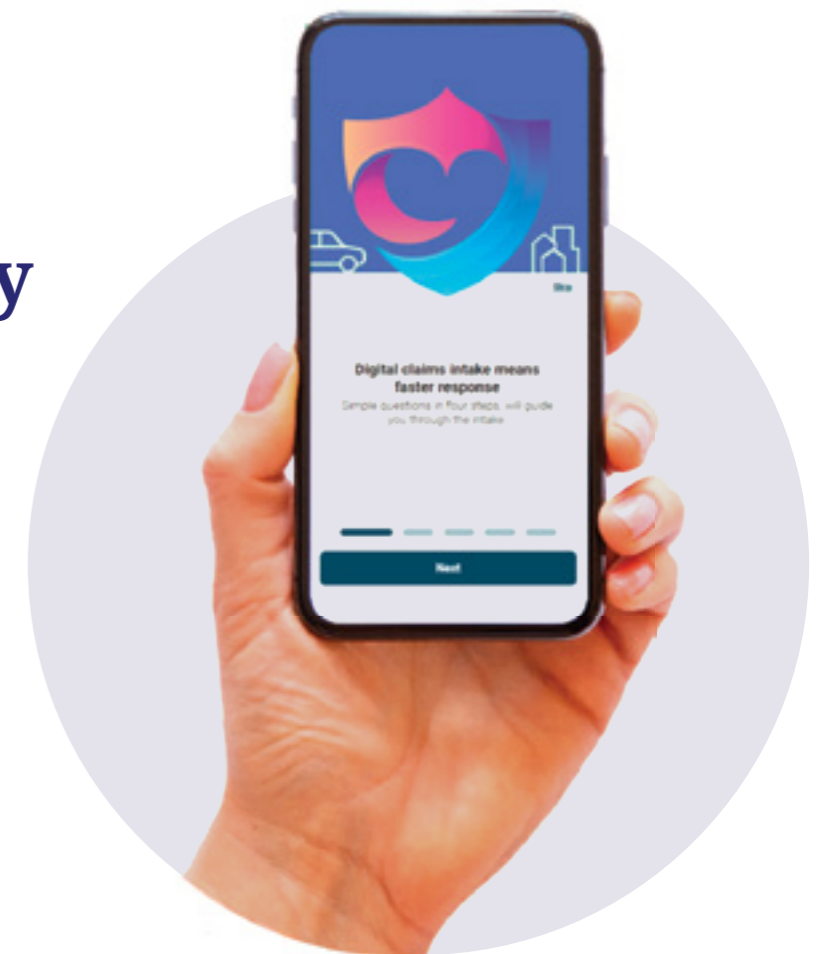
Each component is a white-labeled solution that can be customized to embody your brand's unique look and feel. With ECHO, you get more than functionality; you get an extension of your brand's identity.

### ECHO Portal for Business Partners

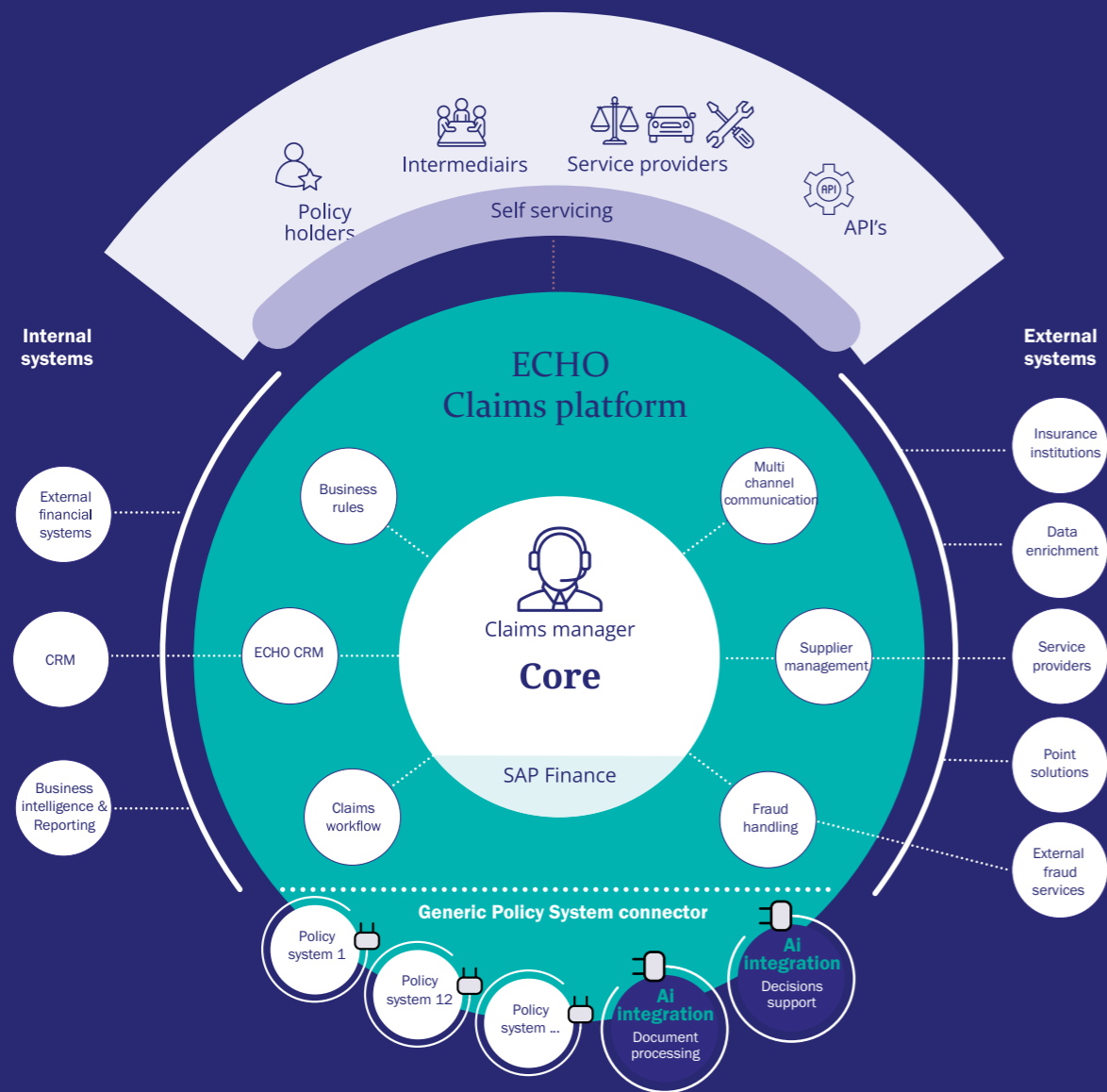
Speed and efficiency define our first notice of loss features in our portal. Designed for the initial notification of loss it streamlines communication, ensuring partners are always in sync and on track.

A professional hub for insurers, brokers, and agents to collaborate effectively. ECHO Portal is your go-to for all interactions, promoting synergy across all channels.

## Empower Every User with Van Ameyde's Customizable Self-Service Portals



# ECHO: The Heart of Claims Operation



ECHO serves as the nexus of your claims ecosystem, seamlessly integrating all stakeholders, data streams, and systems—both modern and legacy—into a singular, intuitive interface designed for simplicity and efficiency.



## Adaptive Process Control:

Flex your claims flow with an extensive suite of easily configurable rules. Tailor the journey for each claim right down to the level of policy coverage.

## Integrated Relationship Management:

Seamlessly merge our robust CRM capabilities with your existing system, enriching claimant data to ensure every interaction is personal and informed.

## Supplier Management:

Forge stronger partnerships with a module dedicated to managing supplier terms and performance, ensuring each claim is handled optimally and cost-effectively.

## Universal Policy Integration:

Connect any policy system with ECHO to modernize your claims without disturbing the systems you already have in place.

## AI-Powered Efficiency:

Embrace the future with AI that automates document handling, suggests next steps, and streamlines the entire claims process with predictive insights from past data.

## Unified Communication Hub:

Centralize all claim-related communications within the claim file, whether it's print, digital, or through ECHO's self-service portal.

## Guided Claims Navigation:

Equip your claims managers with a workflow that intuitively steers them through the process, informed by SLAs, network suppliers, and custom settings for a seamless experience.

## Intelligent Fraud Detection:

Minimize risk with advanced fraud detection tools that integrate external services, coupled with a specialised workflow to manage fraud cases effectively.

## Insightful Horizons: Navigating Success with Advanced Dashboards and Reporting

### Performance Insights Dashboard:

Discover the pulse of your claims handling process with our dynamic KPI & SLA Dashboard. With realtime insights into crucial performance indicators and adherence to contractual service levels, this report is not just informative—it's transformative. Share confidently with stakeholders to showcase your commitment to excellence.



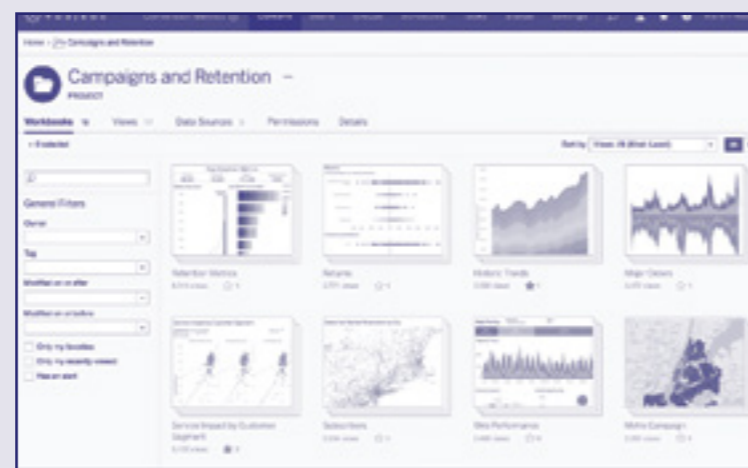
The screenshot shows a complex data table with multiple columns. The columns include 'No. of', 'Report Number', 'Date', 'Status', 'Type', 'Priority', 'Severity', 'Resolution', 'Resolution Date', 'Resolution Status', and 'Resolution Reason'. The table contains numerous rows of data, representing individual claims and transactions.

### Claims Intelligence Reports:

Dive deep into the narrative of your claims with our detailed Claims and Transaction Reports. These reports illuminate the attributes and measures that matter most, from top-level summaries to granular transactional insights. Aggregate historical data or drill down to specifics, empowering you with the knowledge to make informed decisions.

### Operational Excellence Toolkit:

Access the granularities of your day-to-day operations with our self-service Operational Reports. Harness the power of Excel integrated with SQL Server Analysis Services (SSAS) or explore visually engaging analytics. It's not just data—it's the roadmap to fine-tuning your products for peak performance.



## ECHO Implementation Blueprint: Streamlining Claims Management for the Digital Age

### 1

#### Set your goal

- Clearly define the objectives for optimizing your claim handling process.
- Assess the current process to pinpoint inefficiencies and areas for improvement.
- Document the desired changes and expected outcomes to guide the implementation.

### 2

#### Embed ECHO into your ecosystem

- Establish connections to the Policy Administration System to automate coverage verification.
- Integrate with Customer Relationship Management (CRM) systems to access detailed customer profiles and history.
- Link with third-party point solutions that augment your claim handling capabilities, such as telematics, fraud detection, and external databases.

### 3

#### Reporting and Performance Management Setup

- Implement operational reports for daily and weekly management, providing actionable insights for immediate decision-making.
- Configure monthly bordereaux reports for comprehensive reviews and regulatory compliance.
- Develop specific dashboards tailored to various managerial levels, focusing on key performance indicators (KPIs) that align with business objectives.

### 4

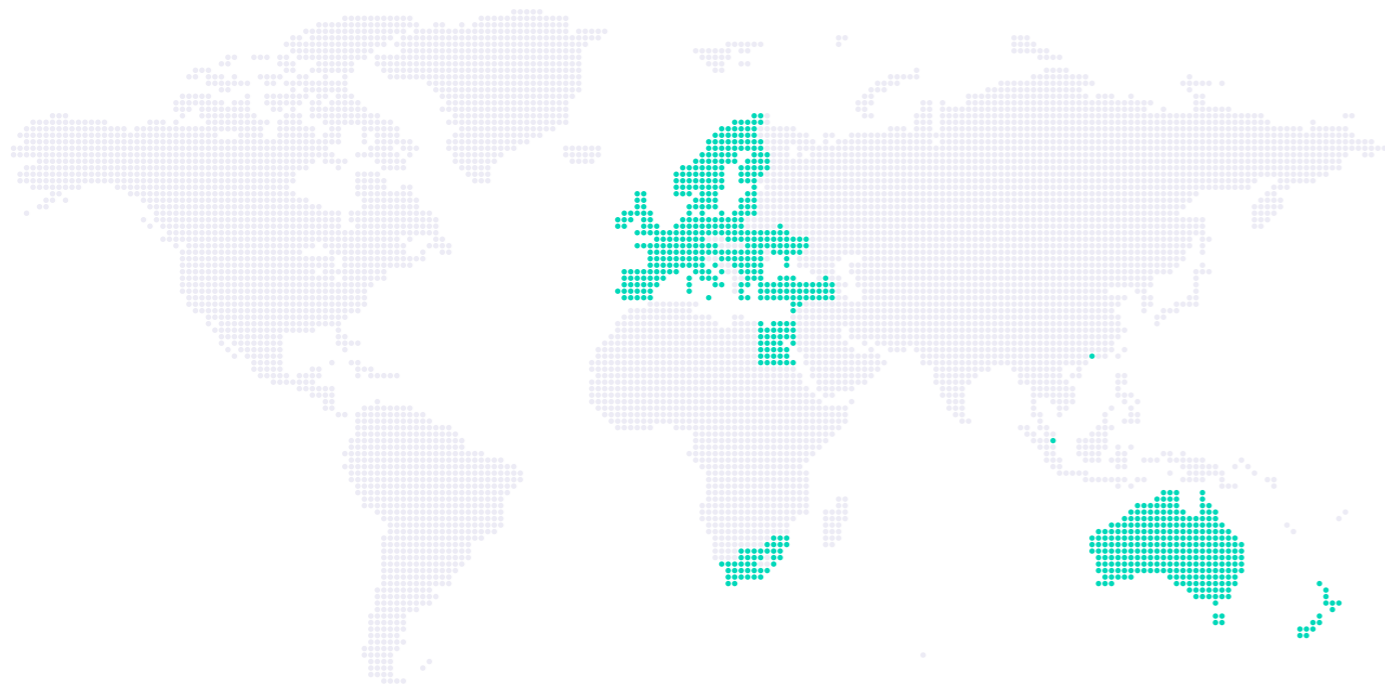
#### Streamline your process:

- Determine Straight Through Processing (STP) potential, identifying claims suitable for full automation and establishing clear decision criteria.
- Deploy Robotic Process Automation (RPA) to handle legacy system integrations or eliminate repetitive tasks.
- Design an AI model to automate routine handling tasks, such as sorting and responding to incoming correspondence, which can learn and adapt over time to increase efficiency.

### 5

#### Claims migration towards ECHO

- Through our extensive experience and successful execution of data migration projects our toolkit stands out as an indispensable asset. Benefitting from the power of RPA even the most complex data migration challenges are made easy.



## Reputable clients put their trust in us

The Van Ameyde Group is a prominent international organization specializing in insurance and risk management, operating across 43 countries. With an impressive volume of over 800,000 claims managed annually, the Group demonstrates a strong capability in handling a vast array of insurance claims. The workforce of the Group consists of approximately 1,500 dedicated employees, who are integral in delivering a range of services.

These services include comprehensive claim handling, specialized expertise services, and innovative IT development, reflecting the Group's commitment to staying at the forefront of the insurance industry. This blend of high-volume claim processing and specialized services, backed by a robust technological infrastructure, positions the Van Ameyde Group as a key player in the global insurance landscape.



## Do you want to know more? Contact us.



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