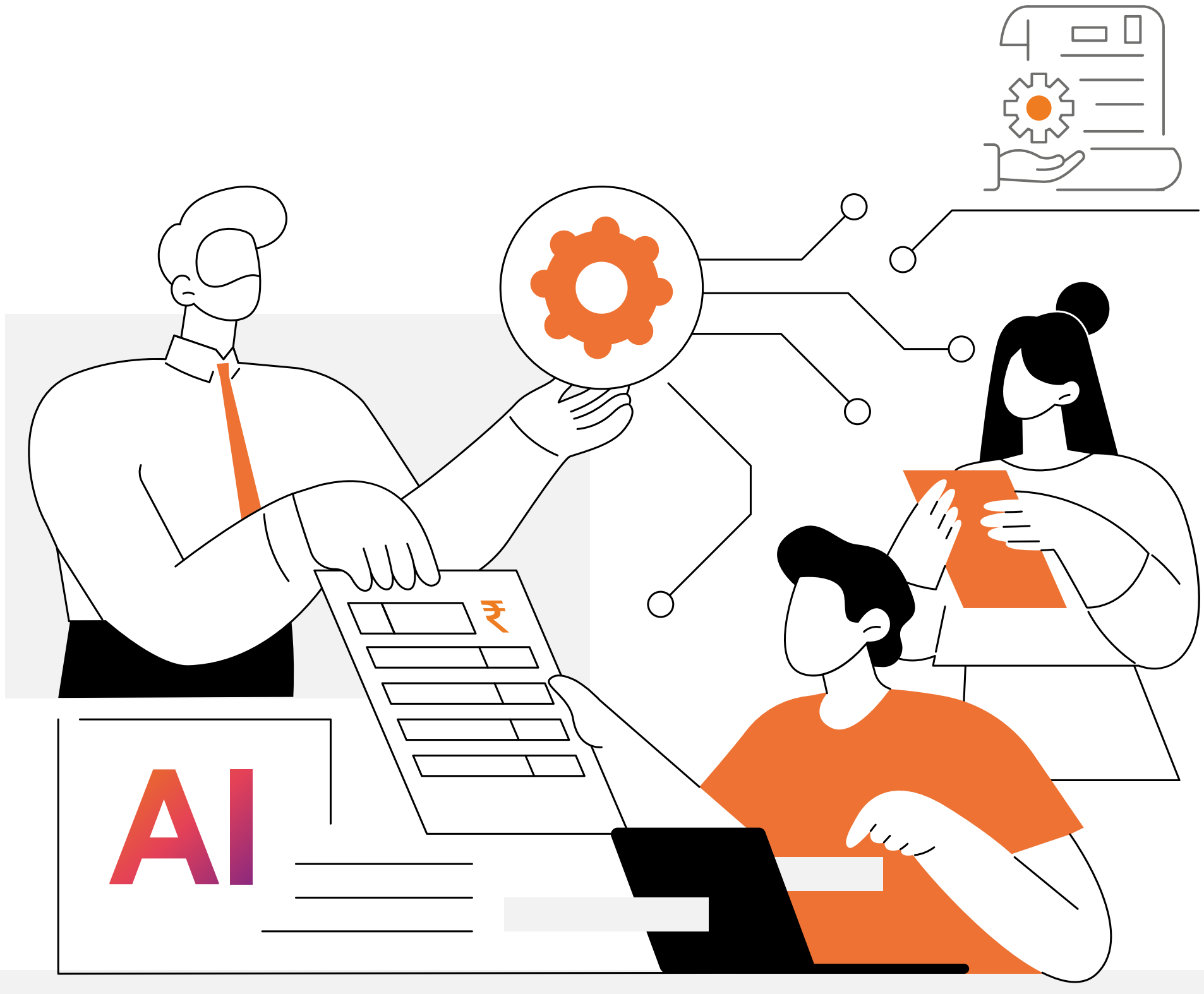


# How Agentic AI + RPA + IDP Work Together in Claims Processing



Insurance claims are becoming faster and smarter with intelligent automation. By combining Agentic AI, RPA, and IDP, insurers can automate the entire claims lifecycle. In fact, automation can reduce manual effort by up to **60–70%** and significantly improve turnaround time. This integrated approach enables faster decisions and better customer experience.

## Why This Matters

Claims processing involves multiple systems, documents, and decisions. Without integration, it becomes slow and error-prone. AI, RPA, and IDP together create a seamless flow from data capture to final settlement ensuring speed, accuracy, and scalability.

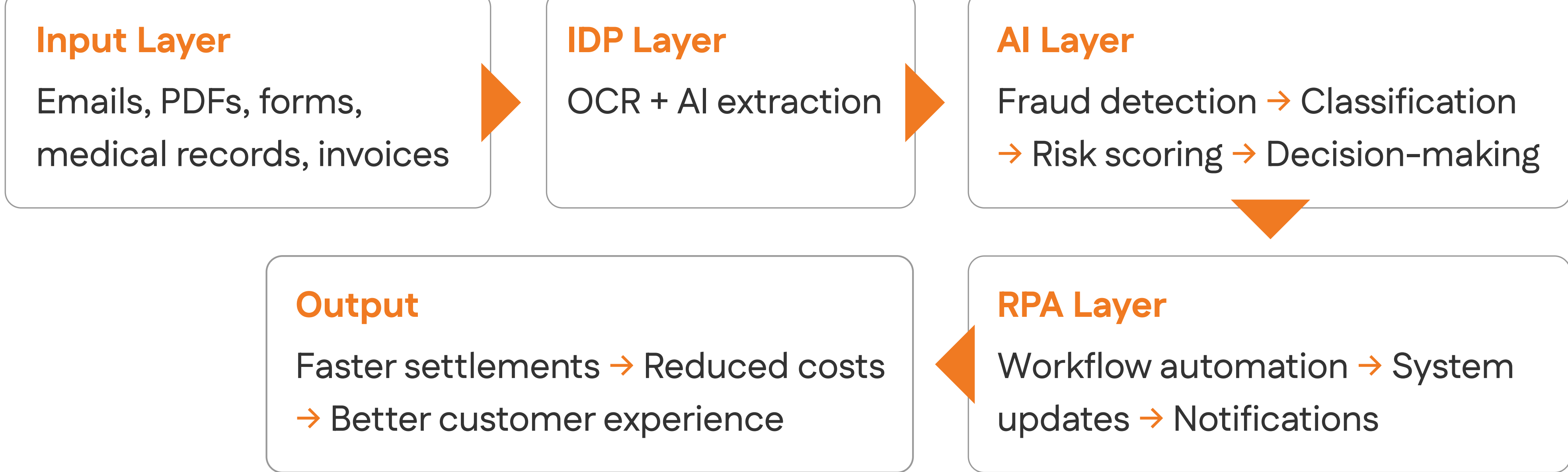
### The Problem

- » Manual data entry from multiple sources (PDFs, emails, forms)
- » KYC Problems (Name Mismatches, Document Discrepancies, Expired IDs)
- » Slow claim validation and approvals
- » High operational costs
- » Lack of real-time visibility

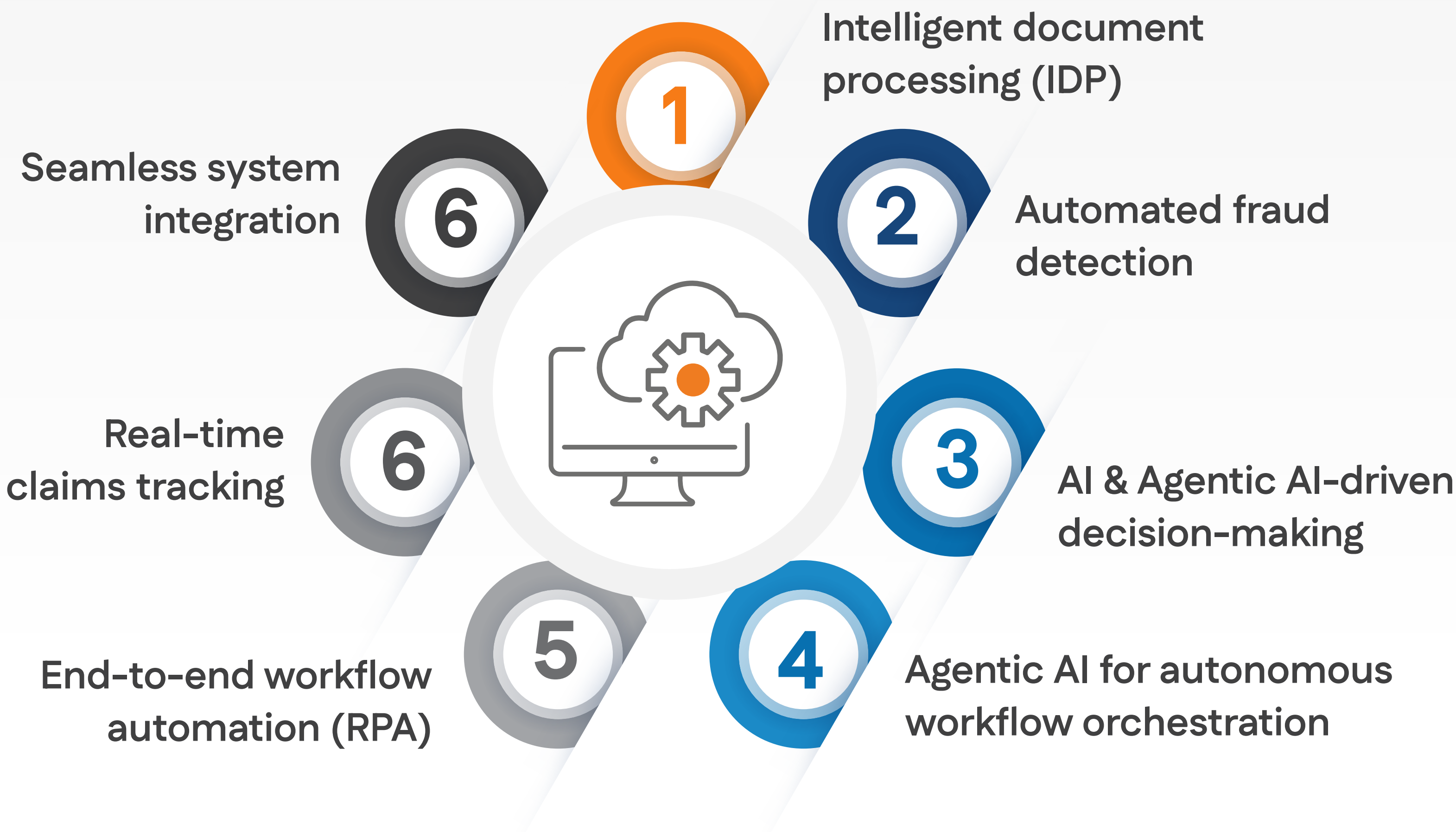
### The Solution

- » AI + Agentic AI + RPA + IDP Integration
- » Automated data extraction from PDFs, emails, and forms using IDP
- » AI + Agentic AI for KYC validation
- » Faster claim validation with AI-driven decisioning and risk scoring
- » RPA-led workflow automation for approvals, system updates, and notifications
- » Real-time visibility with AI-powered tracking and insights

## How It Works (Process Flow)



## Key Capabilities



## Claim Renewal Automation

### Problem

Manual renewal processing leads to missed deadlines, policy lapses, data mismatches, and delayed customer communication.

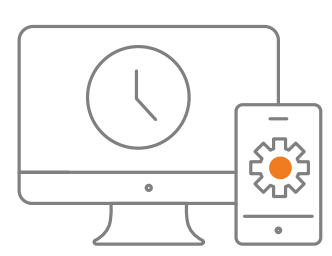
### AI + Agentic AI Solution

AI predicts upcoming renewals and risk of churn, while Agentic AI autonomously triggers actions validates policy data, personalizes renewal offers, and initiates workflows without human intervention.

### Workflow

Policy expiry detection → AI risk scoring → Agentic AI triggers renewal journey → IDP validates documents → RPA updates systems & sends reminders → Auto-renewal or assisted approval

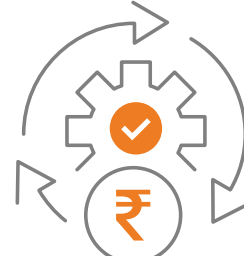
## BENEFIT



Higher renewal rates



Zero missed renewals



Faster processing with minimal manual effort



Improved customer retention & experience

## BENEFITS



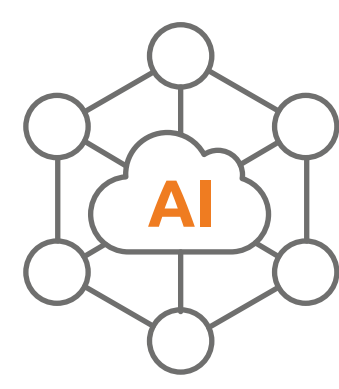
### For Policyholders

- » Faster claim settlement
- » Real-time updates
- » Better experience



### For Insurers

- » Reduced operational costs
- » Higher productivity
- » Improved accuracy



### AI Advantage

- » Predictive insights
- » Reduced fraud risk
- » Scalable automation

## Business Impact

- » Up to 50–70% reduction in manual effort
- » Faster claim cycle time
- » Improved claim accuracy
- » Higher customer satisfaction
- » Increased straight-through processing (STP)