



Manual FNOL vs AI-Powered FNOL

The Insurance Claims Transformation



Insurance claims start with FNOL, but when this first step is slow, the entire claims process suffers. In fact, studies show that delayed claims intake is one of the top reasons for poor customer satisfaction in insurance. Traditional FNOL processes rely on manual inputs, disconnected systems, and delayed communication, creating friction from the very beginning. This is where the shift to AI-powered FNOL becomes critical. By replacing manual intake with intelligent automation, insurers can accelerate claims processing, reduce errors, and deliver a faster, more seamless policyholder experience right from the first interaction.

Traditional FNOL vs AI-Powered FNOL

Traditional FNOL	AI-Powered FNOL
<ul style="list-style-type: none"> » Manual claim intake via calls and emails » Siloed systems with disconnected data » Delayed claim approvals and processing » High error rates due to manual entry » Poor visibility and customer frustration 	<ul style="list-style-type: none"> » Omnichannel intake (app, chatbot, web, email) » Unified systems with real-time data flow » Automated and faster claim approvals » High accuracy with AI-based data extraction » Real-time updates and improved customer experience

Key Metrics & Impact



Insight: Traditional FNOL slows down claims and frustrates customers, while AI-powered FNOL enables faster, smarter, and more seamless claims processing.

Key Benefits for Insurers & Customers



AutomationEdge

AutomationEdge provides end-to-end automation solutions to streamline complex business processes.

One of its key offerings is FinFlo ready-to-use automation solutions designed for BFSI.

- » Covers the complete automation lifecycle
- » Combines RPA, AI, and workflow automation
- » FinFlo enables faster, plug-and-play implementation
- » Designed for scalability and measurable ROI

Insight: From insurance to enterprise workflows, AutomationEdge + FinFlo simplifies automation at scale

Did You Know?

- » AI-powered FNOL reduces manual work by 50–70% and responds in under 5 minutes
- » Automation improves data accuracy to 95%+ and claim routing by 85%
- » Faster FNOL increases customer satisfaction by 30–40%
- » AI reduces claim processing costs by up to 40%
- » Claim initiation time drops from 2–3 days to just minutes