

Raheja QBE General Insurance Launches RQBE QUICK - a Live streaming solution for motor claims settlement

by Our Correspondent - Jun 15, 2020



Mumbai, India: Raheja QBE General Insurance (RQBE) recently launched a new live streaming solution for motor claims settlement. With this launch, Raheja QBE will be one of the first few insurers to launch a Live Streaming App in iOS.

RQBE Quick ensures a hassle-free claims experience. With this tool, claims can be initiated through a live streaming app which is both quick and convenient. The claims can additionally be tracked and settled, thus allowing for increased transparency.

The feature also offers flexibility to book and schedule survey appointments. The survey can be done via a mobile app or through a link as per the customer's convenience. This eliminates the process of physical inspection of the vehicle by a surveyor. Customers' valuable time is saved as it aids in quick settlement of claims arising from any damage done to the vehicle.

Mr. Pankaj Arora Managing Director and CEO, Raheja QBE General Insurance said, "Automation, Simplicity and Innovation are the three pillars of our claims process. The traditional processes of settling claims are becoming obsolete. Achieving the best service standards is the need of the hour and technological innovations assume key priority. Our products RQBE Quick and Assessment RPA, are a testimony to the step that we have taken to simplify the processes and operations. We have developed user-friendly products to reduce the turnaround time for every request. Our objective is for faster claim settlement and convenience for our valued customers."

Additionally, RQBE has also launched Assessment RPA (Robotic Process Automation), an innovative tool to convert pre-invoice/invoice into claims assessment with accuracy. It enables the claims team to release the delivery order within 10 minutes of receiving the pre-invoice/invoice. Besides this there is mobility of assessment, which can be done from anywhere. The process is simple and straightforward. It requires the claims handler to send the PDF bill on the specific robotics mail ID from any location. Further, the Assessment RPA will convert the PDF into RQBE assessment sheet through data parsing. This will result in an instant delivery order to the repairer, combined with a high level of accuracy and satisfaction of the customer and channel partner.

RQBE believes that customer service is of utmost importance in any business. With the customer experience in the forefront, it has consistently evolved over the years, adopting newer technologies and making processes simpler for customers.