

Identify Risk to Combat Claims Fraud and Reduce Lost Costs

Pay what you owe, challenge what you don't

Even with the application of predictive analytics, claims executives are still faced with the age-old problem of settling claims fairly, while balancing the budget. In a perfect world, all claimants would be paid exactly what they need to be indemnified. Nothing more, nothing less. However, two issues remain:

- First, claimants do not always provide all of the information you need to make a proper decision.
- Secondly, there are not enough resources to investigate every claim filed.

Clearspeed Verbal™ voice analytics is a powerful vetting solution for fraud risk assessment screening. By providing unique risk alerts based on an individual's vocal responses to an automated telephone questionnaire, Clearspeed can quickly and effectively clear the low-risk majority of claims, while identifying potential high-risk responses. By stratifying risk efficiently and early you can now focus your investigative teams, surveillance, and background checks on the high-risk responses that are often missed through traditional screening processes.

Now you can be sure your claimants...

- Property: Are providing accurate statement of loss reports.
- Auto: Disclose pertinent information for any incident.
- Health: Have not omitted a material fact from their statement(s).

Clearspeed's automated 10-minute questionnaire asks direct questions and alerts you to potential risk. You will...

- Learn if claimants are misrepresenting their account of the incident.
- Uncover claimants who may not set off common alerts, but should now be investigated.
- Identify those claimants who embellish their reported losses.

Clearspeed offers voice analytics to identify potentially fraudulent communications, improve claims intake, mitigate fraud, and offer a stronger claims defense posture for the benefit of all stakeholders - including insureds, brokers, and insurers.

**RON BELLOWS, PRESIDENT, RISK RETENTION BUREAU
FORMER RISK STRATEGIST FOR AIG ANALYTICS & INNOVATION**

Clearspeed Verbal is built on our Remote Risk Assessment (RRA®) technology. RRA is an AI-enabled technology that uses validated voice analytics, proprietary technical processing, and large volumes of unique, real-world data – none of which are available elsewhere in the market today.

Incidents of soft-fraud and premium leakage contribute to significant costs in the insurance ecosystem, with an annual cost as high as **\$30 billion**¹

1. [2020 Threats Global Report](#)
Independently conducted by
Insurance Information
Institute

Clearspeed Verbal analyzes questionnaire responses and a low-to-high risk level is assigned to each question. Risk results are provided within 24-48 hours, enabling you to save time and money clearing the low-risk majority of claims to focus resources on verifying high-risk responses where potential risk exists and minimize financial losses due to fraud.

Benefits and Features

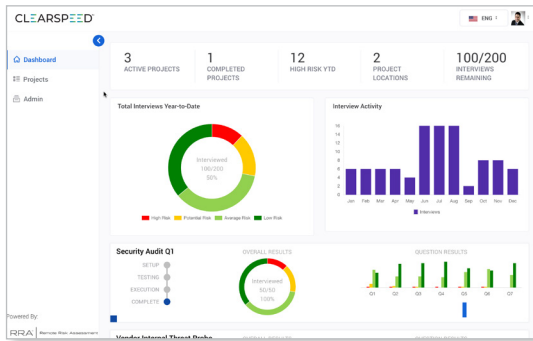
	BENEFITS	FEATURES
CUSTOM QUESTIONNAIRE	Simple	~5 Yes / No questions
	Customizable	Library of proven questions to reference and leverage
DELIVERY	Automated	Automated questionnaire for consistent execution
	Efficient	Average questionnaire takes 10 minutes
	Language Agnostic	Language and dialect agnostic, does not require literacy
	Scalable	Unlimited questionnaires simultaneously
	Global Availability	Questionnaires can be conducted from anywhere at any time
	Flexible Delivery	Direct Dial format automatically connects to server
	Audio Requirements	Traditional and HD Telephonic Voice Audio Frequency range 50 Hz to 7 kHz (standard for cell phones and landlines)
RESULTS & REPORTS	Accurate	>95% accuracy rate in U.S. DoD field study and other field evaluations
	Unbiased	Questionnaire results don't rely on individual profile characteristics, predictive algorithms, or human interpretation
	Fast	Individual risk reports available in 24-48 hours
	Customizable	Reports dashboard can be arranged to reflect your preferences
	Web-Based Application	Secure web-based application provides access to your projects and results
SECURITY & DATA PRIVACY	PII Protection	No personal history or personally identifiable information (PII) is used to perform the analysis, no biometrics nor baseline required
	Secure	Auth0 security and compliance policies
CUSTOMER SUCCESS	Support	Customer Support available 7am-7pm PST; email response within 24 hours; escalation process available if necessary
	Implementation	Fast-Track Implementation Program – In weeks customers are onboarded, begin automated questionnaires, and receive results
ROI	Continuously process and manage claims. Reduce your fraud losses. Build a trusted process.	Clearspeed indicates the low-risk claims that can be cleared and paid faster, and identifies the high-risk claims that may require additional verification and 1:1 vetting. Clearspeed is an additional verification tool. Not recommended as a sole determinant for approving claims.

Popular Use Cases

- Auto Claims
- Home Insurance Claims
- Workers' Compensation
- Property Claims
- Health Claims

Sample Screen Shots

DASHBOARD



PARTICIPANTS

ID	NAME	EMAIL ADDRESS	PHONE	LOCATION	STATUS
#IN001	Jane Woodbury				Result Published
#IN002	Nancy Wolfe				Result Published
#IN003	Melissa Wiler				Result Published
#IN006	Marcelen Waters				Result Published
#IN010	Salamina Wade				Result Published
#IN017	Moska Velma				Result Published
#IN027	Willie Thomsen				Result Published
#IN042	Jocelyn Thurley				Result Published
#IN015	Deghan Theroux				Result Published
#IN003	Playa Tatum				Result Published

PROJECT

The Project Details page provides comprehensive information for a specific project, including its name, start/end dates, location, and risk objective. It also displays a list of participants and their completion status for the project.

QUESTION LIBRARY

The Question Library displays a list of survey questions with their expected answers. Questions include: 'Have you ever purposely ignored safety regulations?', 'Are you aware of any security breaches that you have not reported to company personnel?', 'Have you accidentally granted access to company information to outside entities?', 'Have you taken any action which if discovered would lead to your termination?', and 'Are you aware of any fellow employee who has stolen intellectual property from the company?'.

RESULTS

ID	NAME	POSITION	DATE	ACCESS CODE	OVERALL	1	2	3	4	5	6	7	PDF
#IN004	Yarabhai	Casey	01/04/2019	365-672-025									
#IN031	Woodbury	Jane	05/03/2019	365-672-053									
#IN002	Wolfe	Nancy	03/04/2019	365-672-024									
#IN035	Wiler	Melissa	08/05/2019	365-672-067									
#IN008	Waters	Marcelen	08/04/2019	365-672-030									
#IN017	Wade	Salamina	05/05/2019	365-672-029									

TEAM

NAME	TITLE	ROLE
Jules Ehrlich		Project Admin
Todd Jones	Vice President HR	Project Admin
ACSRisk Risk	ACSR Ops Team	Support

Click the link to listen to a short, 1+ minute demo:

[HEAR A DEMONSTRATION](#)