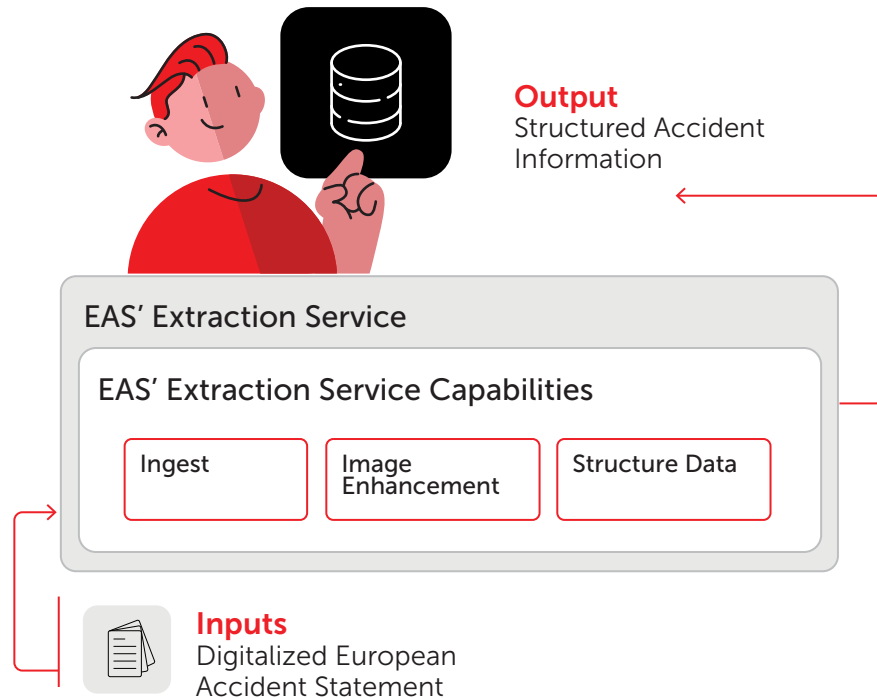


# AI-Powered Processing of European Accident Statements

Celfocus worked with a Portuguese insurance company to deliver an **AI-based Intelligent Document Processing solution that automates the extraction and structuring of data** from Declarações Amigáveis de Acidente (DAA), supporting claims operations.



## CHALLENGE

The insurance company was facing a high volume of European Accident Statements requiring manual processing, combined with structured, unstructured, and handwritten data. This complexity made extraction and validation highly time-consuming, delaying claims handling and negatively impacting customer experience and time-to-resolution.

## SOLUTION

Celfocus implemented an **AI-powered Intelligent Document Processing solution** to automatically extract, interpret, and structure data from European Accident Statements, including complex and handwritten inputs.

The solution structured the extracted information for integration with claims systems and established a robust data foundation, enabling future AI use cases such as fraud detection.

## BENEFITS



**Significant reduction in manual data extraction effort**



**Faster claim resolution, improving customer experience**



**More consistent and structured decision inputs across claims operations**



**Early detection of risk patterns and anomalies** (e.g., repeated claims by the same policyholder)