

FNOL Management with Inaza Faster, Safer, More Cost-Effective & Explainable

Inaza captures FNOL from any channel – emails, calls, broker portals, or internal systems & apps – and can also provide chatbots, voice agents, and webforms to create new intake options.

We instantly verify coverage, enrich policy details, and run fraud checks. All claims data – regardless of source, format, or timeline – is then consolidated into a decision-ready Claims Pack: a single source of truth with every required data point and AI-driven insights.

Faster claims, less manual work, stronger fraud protection.

Feature	Benefit
Unified Data Access	Underwriters' reports and prior losses are instantly available to claims, giving adjusters full context from day one.
Smart Data Validation	Missing or incomplete details are automatically flagged and requested, while claimant comms are tracked to ensure nothing slips through the cracks.
Image & Damage Verification	AI verifies on-scene photos, detects tampering, and distinguishes new vs. pre-existing damage—speeding up accurate assessments.
Bodily Injury Recognition	Advanced AI scans reports, calls, and correspondence to identify probable BI claims, categorize severity, and escalate high-priority cases automatically.
Fraud & Risk Flagging	Unusual patterns, repeat claimants, or conflicting data trigger instant alerts so high-risk claims can be escalated for investigation.
Correspondence Monitoring	Incoming legal demands and deadlines are automatically monitored so no attorney request or time-sensitive requirement is ever missed.

Inaza Claims Pack

Inaza delivers finalized Claims Packs once all FNOL data is captured and verified. Each pack includes every required detail – coverage info, claimant data, images, reports – plus AI insights like fraud scores, risk scores, and flagged inconsistencies.

This gives adjusters a complete, decision-ready file from the start, eliminating back-and-forth with underwriting, agents, or policyholders and enabling them to act on the claim immediately.

Case Study

BCMG Insurance Brokers, one of the largest specialty insurance brokers in the Caribbean, transformed their FNOL process with Inaza's intelligent automation. Now, 100% of FNOL emails receive an immediate, personalized response, every claim is logged, tracked, and reported on time, and carriers are notified in under one minute – saving days of work on each claim. The result: faster handling, lower costs, and happier clients and carriers.

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