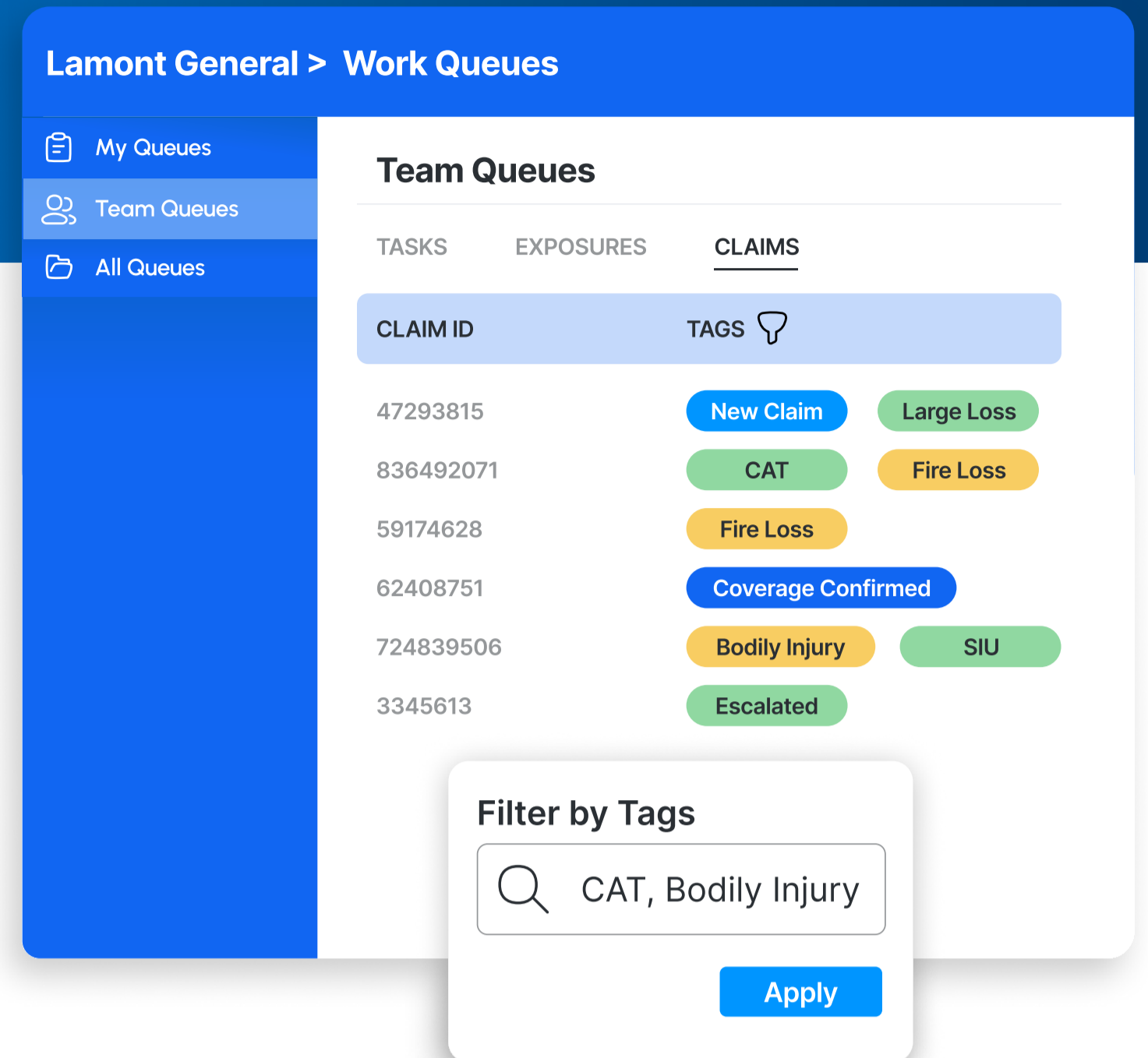


Custom Tags

Organize, prioritize, and automate claims in sync with your operations

Turn every claim, exposure, and document into a data point you can action

Without clear indicators, claims teams struggle to identify which files need urgent attention, which are trending in risky directions, or where specialized handling is required. Adjusters waste time manually sorting queues while high-value claims slip through the cracks, and opportunities to automate routine decisions go untapped.



Custom Tags are visual labels that categorize claims, exposures, and documents based on any criteria that matters to your business: catastrophe events, fraud indicators, attorney involvement, vendor document status, and more. Tags give you instant visibility into what needs attention and the ability to automate what happens next. You can apply tags to claims, exposures, and documents, including files uploaded by vendors.



Instant visibility into what matters

Spot high-risk claims, catastrophe events, or attorney-represented files the moment you open a queue without digging through lists.



Organize claims for smarter decisions

Group claims by any criteria you define to identify trends, track performance, and make data-driven adjustments to your operations.



Automate actions based on tags

Trigger workflows, assignments, reserve changes, and vendor selections automatically when specific tags are applied without any manual steps.

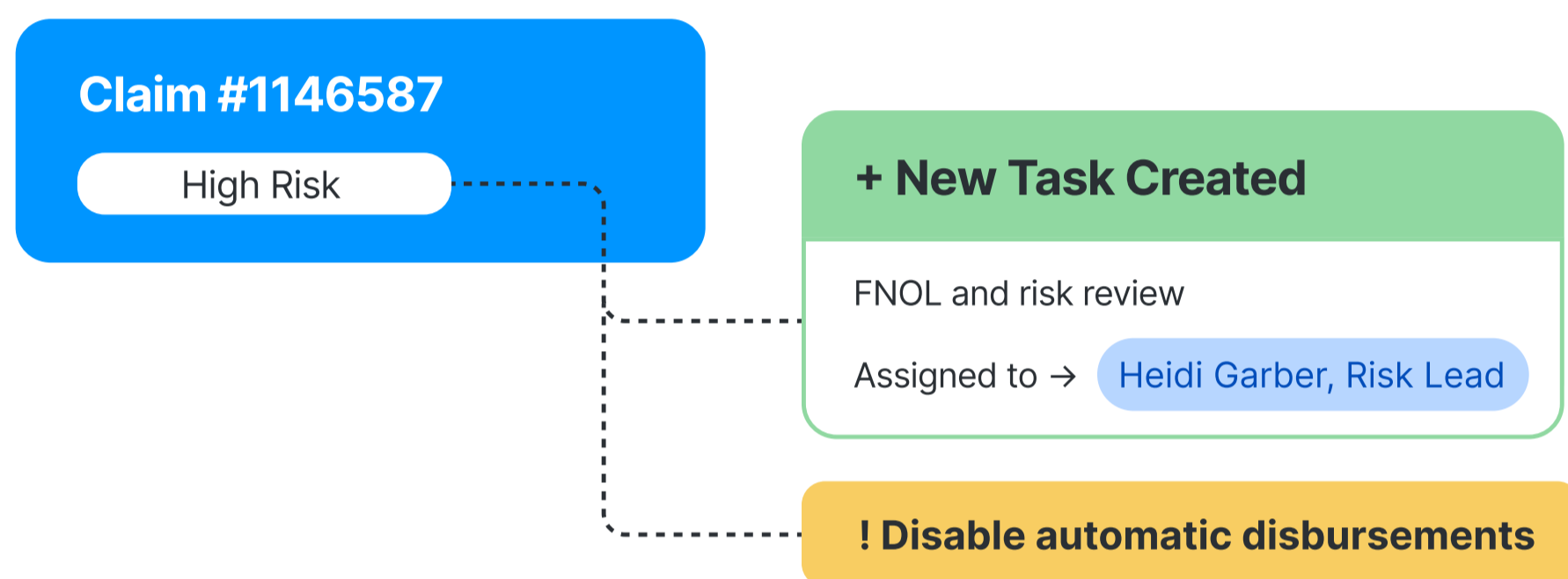
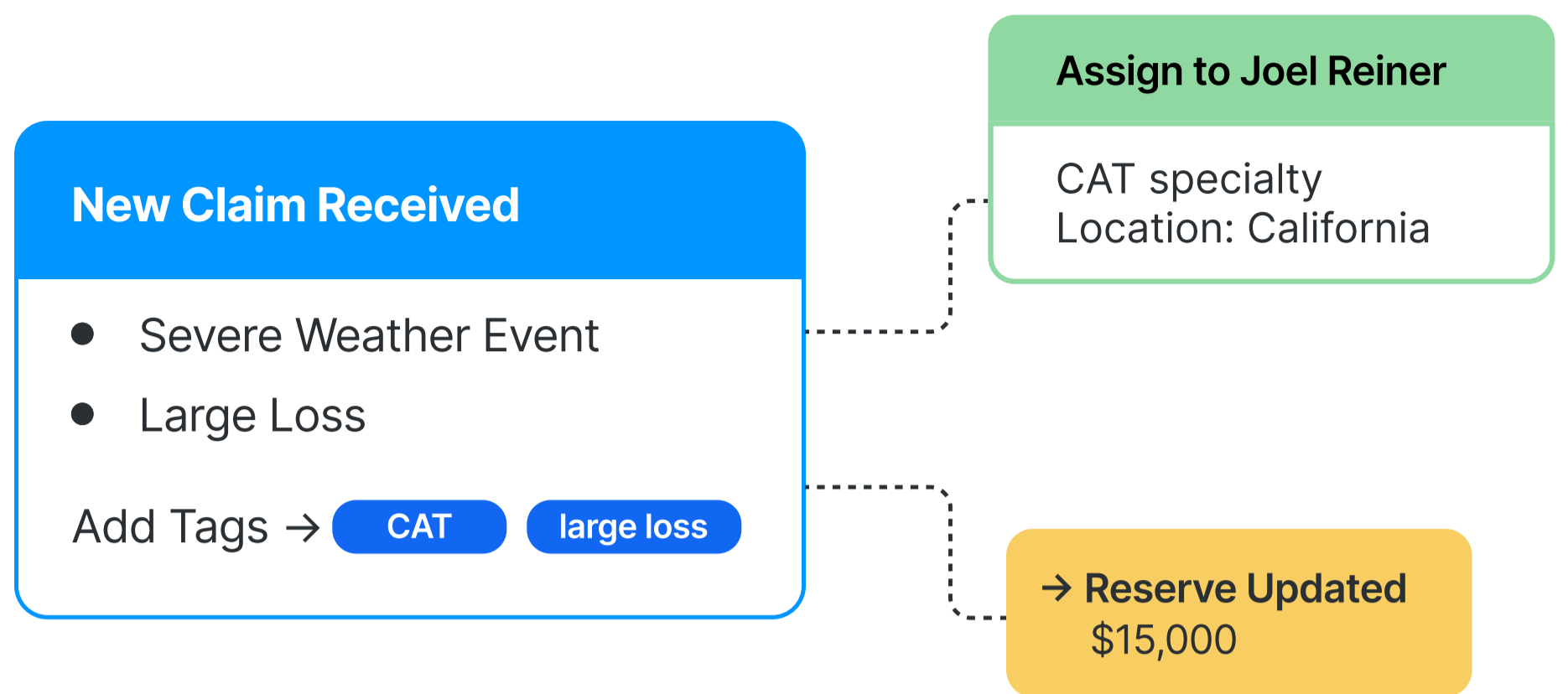


Create and deploy tags without code

Build, customize, and launch tags instantly through the admin interface without needing a developer or deployment delays.

Catastrophe Response

Automatically tag all claims from a major weather event, route them to your CAT team, and apply elevated reserve guidelines to ensure fast, coordinated response across every impacted file.

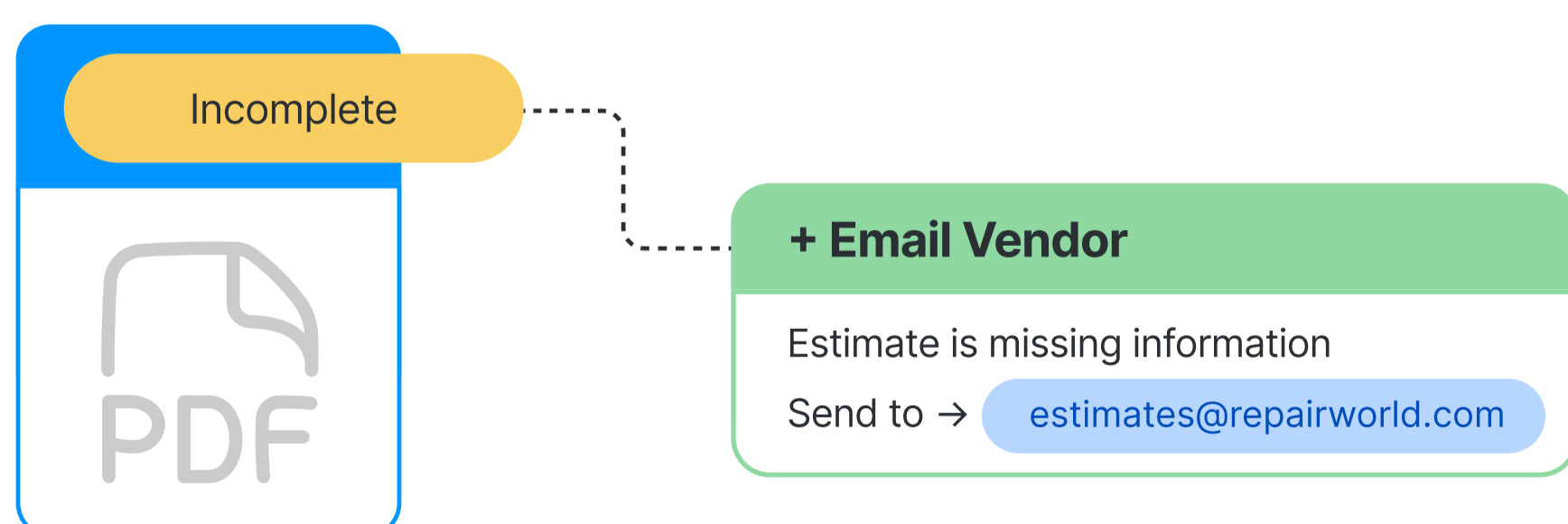
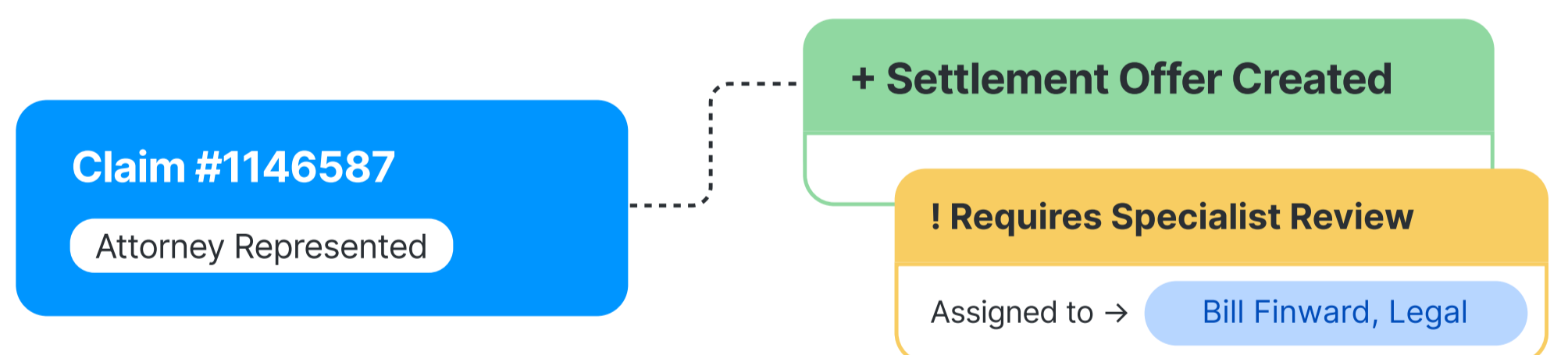


Risk Detection

When an adjuster applies a "high risk indicator" tag, that claim can be instantly escalated to your SIU team, reserve changes restricted, and a full investigation workflow kicks off.

Attorney-Represented Claims

Tag claims with active legal representation to trigger specialized handling rules like requiring supervisor approval for settlements or routing all correspondence through legal review.



Vendor Document Tracking

Tag vendor-uploaded estimates as "incomplete" or "approved" to track document status, trigger follow-up tasks, and route files for manager review to keep quality control tight without manual oversight.

