

# End-to-end CAT Management

Prepare, detect, and manage catastrophe claims without the workarounds

## Turn your CAT response from reactive to ready

CAT events flood carriers with claims simultaneously and the teams managing them are forced to rely on inefficient workarounds. Custom fields, manual tags, spreadsheets — none of these scale when claim volume spikes. Adjusters lose visibility into which files are CAT-related, admins scramble to assign and prioritize claims, and operations stall.

The screenshot shows the 'Claim View' interface for a claim with ID 425659741. The interface is divided into a left sidebar with navigation options and a main content area. The sidebar includes: Claim Summary, Claim Details (selected), Policy, Claim Export, Claim Metrics, Investigation, Financials, Photos & Documents, and Claim History. The main content area displays the following information:

- Claim: 425659741 | OPEN** (with a 'Go to FNOL View' link)
- NEW CLAIM** (in a green box)
- Incident Type:** Hurricanes, Water Damage
- Date/Time of Loss:** 10/20/2025
- Address of Incident:** 1050 W Addison St, Chicago, Illinois, 60613, United States of America
- Policy Number:** PPI134678
- Agency:** ARK
- Policy Term:** 84
- Date/Time of Notification:** 1/1/2019
- Policyholder:** Anthony Rizzo, Kris Bryant
- Broker:** (blank)
- Policy State:** Florida

Below the incident details, there are three sections:

- FACTS OF LOSS:** No facts of loss. Go to [Claim Details](#) to add facts of loss on the claim.
- EXPOSURES (1):** A table with columns: Name, Exposure, Adjuster, Status. One entry: Anthony Rizzo (Notifier, Claimant), Dwelling (Cov-A - Dwelling Protection), Don Presley, OPEN.
- LIABILITY DECISIONS:** Liability not determined. Go to [Claim Details](#) to add liability determination.
- VERSION OF EVENTS:** No version of events. Go to [Claim Details](#) to add a person's version of event.

End-to-end CAT management gives carriers a native, configurable experience to define events, automatically associate claims, coordinate teams, and track financial exposure directly in the Snapsheet platform.



### No-code setup

Admins define catastrophe events directly in the platform by assigning PCS codes, setting date ranges, specifying territories, and selecting loss types. CAT configuration lives alongside territories and assignment profiles where your team already works to eliminate the need for patching together systems.



### Automatic claim association

When a claim matches a CATs defined criteria it's automatically linked. Adjusters see it immediately and the right routing, communications, and handling rules are applied from the start.



### Surge response and routing

CAT events bring claim volume that existing teams can't absorb alone. Admins can create new users instantly, configure CAT assignment profiles and route claims to the right specialists based on territory, loss type and adjuster capacity without leaving the platform.



### Live financial visibility

As claims are processed, carriers gain real time visibility into total claim counts and financial exposure per CAT event. Reserve updates surface automatically so leadership and operations teams have an accurate view of impact.

## Avoid adjuster overwhelm

With CAT claim detection and expert assignment already in place, teams don't waste valuable time reassigning work, manually adding tags, or routing high-value claims to the wrong specialists.

Filter by Loss Type  
 Escalations

My Queue  
 Tasks Exposures Claims

Claim ID	Tags	Status	Exposure Assignee's	Assignee
803323844	Large Loss ISO Alert	Open	Tara Richard (2), Robert Rould (1)	TR

New Vendors  
 Financials  
 Awaiting Photos

snapshot\_insurance Claim View

Claim: 425659741 | OPEN Go to FNOL View

NEW CLAIM

Incident Type	Date/Time of Loss	Address of Incident	Policy Number	Agency
Flood	10/20/2024	1060 W Addison St Chicago, Illinois, 60613, United States of America	PP134678	ARK
Policy Term	Date/Time of Notification	Policyholder	Broker	
84	1/1/2026	Anthony Rizzo Kris Bryant		
		Policy State		
		Florida		

EXPOSURES (1)

Name	Exposure
Anthony Rizzo Notifier, Claimant	Dwelling Cov-A - Dwelling Pr

**Policyholder Contacted**  
1/1/2026

## Improve policyholder experience

Your customers are never on higher alert than during CAT events. Putting their claims in the right hands the second they hit your queue means faster first contact, quicker resolutions, and a claims experience that holds up when it matters most.

## Automate key tasks

Instant identification of CAT event claims lets you build the right vendor assignments and communications directly into your workflows. The moment a claim is linked to a CAT event, the right vendors are notified, and the right tasks are triggered with no manual intervention needed.

CATASTROPHE | CLAIM, EXPOSURE

Hurricane Michael 50

Hurricane Ian 25

Filter by Loss Type

- Escalations
- Review New Claim
- Litigation
- Subrogation
- New Vendors
- Financials
- Awaiting Photos

My Queue  
 Tasks Exposures Claims

Claim Number	Type	Age: Task	Age: Assignment	Age: File	Priority	Task Item	Assignee
Escalations							
268796045	Exposure	3 hours ago	3 hours ago	5 days ago	High	Potential Total Loss	RR
FNOL							
268796063	Exposure	6 hours ago	6 hours ago	6 hours ago	High	Review New Assignment	RR
Follow-up							
268795124	Exposure	1 day ago	1 day ago	2 weeks ago	High	Follow-up	RR
268794209	Exposure	1 day ago	1 day ago	2 weeks ago	High	Follow-up	RR

## Adjust in real time as needed

Real-time tracking makes it easy to spot areas of risk before they become critical issues. Inaccurate assignments, missed SLAs, or vendors at risk of missing work deadlines are caught before they turn into bottlenecks and policyholder frustration.

