claimtouch snapsheet KINGSTONE

CASE STUDY

3X faster content claims with over 90% AI-native policyholder self-service

How Kingstone improved speed, accuracy, and adjuster & policyholder satisfaction in the content claims workflow

The carrier

Kingstone Insurance is a regional P&C insurer serving the Northeast and California. Its claims team is committed to delivering a best-in-class experience through fast, transparent resolutions and clear communication at every step, keeping policyholders informed throughout the process.

The challenge

Contents claims often involve fragmented information, manual reviews, inconsistent valuations, and hours-long research. These challenges can increase claims leakage, create inefficiencies, and delay settlements, making it harder to accurately document and value damaged belongings.

The solution

Kingstone runs its claims on Snapsheet's cloud-native claims platform, with Claimtouch seamlessly integrated. Claimtouch's AI-powered contents claims solution automates inventory, item pricing, depreciation, and flags data inconsistencies and irregular documents directly in the Snapsheet workflow.

The results

3X
faster claims processing

>90%
policyholder self-service

>90%
reduction in manual adjuster tasks

100%
Document transfer with Snapsheet

"We strive to provide an outstanding claim experience when our policyholders need us most. With Claimtouch's AI-native platform, our adjusters can deliver fast, accurate, and transparent settlements."

— David Fernandez

Chief Claims Officer, Kingstone