

Commercial Insurance AI Assistant Use Cases



NeuralMetrics introduces the **Smart Adaptive Multifunctional Assistant (SAMA)** platform, featuring role-based AI assistants with task-oriented, self-learning personas to support underwriting workflows.

Assistants can interact with each other in several ways. For example, one assistant can update its risk-appetite determination while another adjusts exposure identification during risk evaluation.



GIA: RISK APPETITE ASSISTANT DETERMINES COMMERCIAL UNDERWRITING RISK APPETITE

Problem

Commercial applications require assigning business description codes (NAICS, SIC, or custom) to determine coverage eligibility. Both manual and automated processes depend on identifying whether a business fits within the insurer's risk appetite, based on information often spread across multiple sources and with reliance on individuals being able to recall and accurately apply guidelines.

Solution

GIA, a risk appetite AI assistant, ingests underwriting guidelines to evaluate submissions. It automatically assigns business description codes according to the insurer's underwriting guidelines and assesses risk to determine appetite. GIA can also be trained with new guidelines, learning to apply them to future submissions.

Key Benefits

Enhanced Accuracy: GIA eliminates reliance on human memory by automatically applying underwriting guidelines, and ensuring consistent, accurate risk assessment by identifying missing information.

Custom Codes: GIA can be trained in ad hoc codes by uploading code descriptions, assigning suitable codes, and combining results with risk summaries, even at the code level.

Streamlined Workflow: GIA consolidates multiple underwriting guidelines into a cohesive structure, simplifying tasks and reducing complexity.

Scalability and Adaptability: GIA quickly adapts to new guidelines and consolidates internal and external inputs to create cohesive updates, so risk-eligibility processes remain current with minimal effort.



ARKUS: RISK ASSESSMENT ASSISTANT

AUTOMATES RISK ANALYSIS FOR COMMERCIAL APPLICATIONS

Problem

In evaluating commercial applications, it is critical to identify potential risks and pitfalls of a business before determining underwriting eligibility. Often, insurers rely on agents to answer risk questions, making the process subjective and dependent on the agent's or insured's understanding of potential exposures. Ascertaining risk signals is time-consuming, and effectively integrating and assessing new risks across the portfolio can pose a significant challenge.

Solution

ARKUS, a risk analysis AI assistant, can be deployed to identify and capture the risks or exposure signals associated with specific businesses. The AI assistant can automatically construct a model using synthetic and user-provided data to capture risk factors. Once users confirm model efficacy, ARKUS can analyze subsequent submissions.

Key Benefits

Enhanced Risk Identification: ARKUS improves risk identification by capturing and analyzing risks specific to each business class, reducing reliance on subjective agent assessments.

Automated Model Construction: ARKUS automates risk model creation using synthetic and user-provided data, ensuring consistent, objective evaluations while saving time.

Continuous Monitoring: After confirming the risk model, ARKUS methodically analyzes new submissions to identify similar risks and enhance decision-making.

Efficient Risk Integration: ARKUS streamlines the integration of new risk signals and elements across the portfolio to simplify exposure management.

Trainable Assistant: ARKUS learns from ongoing risk evaluation in plain language, continuously improving its risk analysis and eligibility assessments.



CHRIS: PREMIUM AUDIT ASSISTANT

STREAMLINES PREMIUM AUDITS FOR COMMERCIAL POLICIES

Problem

Commercial premium audits require strenuous manual processing and review, involving auditors to meticulously examine state guidelines and documents provided by policyholders.

Solution

CHRIS, a premium audit AI assistant, can be equipped with comprehensive knowledge of state regulations and submission documents. Using the submitted documents and learning from them, CHRIS can autonomously conduct audits and identify incomplete or missing information.

Key Benefits

Increased Efficiency: CHRIS automates premium audits workflows, completing them faster and more accurately than manual methods.

Resource Optimization: CHRIS reduces manual workloads, allowing staff to focus on complex audits. It can also route audits to specific team members based on predefined guidelines and paths.

Pre-Audit Checks: CHRIS automates document validation and provides details on missing documents, interacting with policyholders or agents to reduce manual pre-audit work.

Superior Compliance: CHRIS ensures adherence to state regulations, minimizing errors in the audit process.

Improved Customer Experience: CHRIS speeds up audit processing, to help improve policyholder satisfaction and relationships with agents.