

Insurance claim predictability

EXL Analytics' keys to underwriting profits



Data insights and execution

EXL (NASDAQ: EXLS) **looks deeper** to drive business impact by merging statistical data mining with a consultative approach and end-to-end modeling tools to generate executable insights.

EXL Analytics helps clients overcome the global lack of data scientists. We respond faster, more efficiently and more cost effectively than competitors. Our **approximately 1,500 data scientists and analytics professionals** combine award-winning, qualitative problem solving with analytical rigor and industry experience to minimise risk, boost operational efficiency, create frameworks for regulatory compliance, simplify supply chains, and identify new channels for growth and profitability.

Early stage predictability

Having not seen an underwriting profit in UK motor insurance since 1994*, insurers are no longer able to rely on the changing cycle of volume versus risk to yield a profit. Firms know the key to managing the claims process is predictability. What many insurers don't know is that they hold the key ingredient to predictability - years of claims- and quote-related data. By harnessing this data, insurers can accurately predict critical outcomes in the claims lifecycle such as:

- › Optimal settlement paths
- › Loss quantum
- › Recovery probability
- › Fraud discovery
- › Legal costs
- › Credit hire

Turning data into actionable insights, is the **EXL Analytics sweet spot**.

+£35 million
annual saving in bodily injury claims

£10 million
GWP complaints persistency

+£3 million
saving in online application fraud

+£16 million
cost avoidance in online application fraud

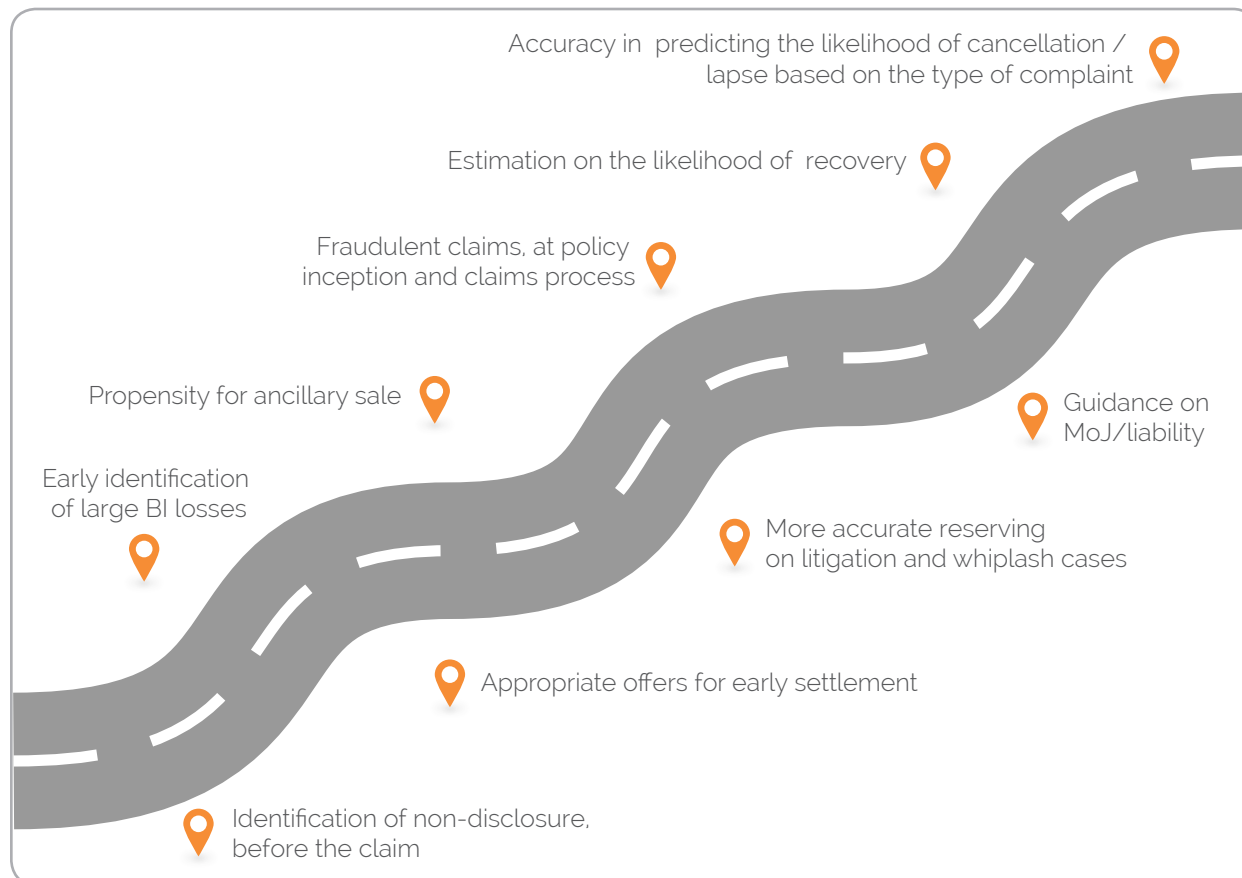
+£9 million
per year saving in recovery rate increase

Best-in-class solutions for claim processing and predictability

Services and solutions

EXL Analytics reduces your claims ratio by analysing the complete claims process. An analytics expert will identify gaps in the data, find the most relevant procedures, and note the most needed process interventions.

Following these insights, EXL will build a roadmap of change that will help you address:



Why EXL

Global execution and scale

- 23,000 professionals with flexible staffing and ramp-up options
- Single- and dual-shore capacity with 33 global operation centers

Industry expertise

- Best-in-class industry and regulatory compliance practices
- Significant client relationships with leading UK insurance companies

Best-in-class capabilities

- Cutting edge analytics capabilities and methodology
- "High Performer" in the HfS Blueprint for Enterprise Analytics Services

Value

- Cost effective when compared to internal teams and other third parties
- End-to-end support improves quality, cost and demand management