

Bajaj Allianz automates claims steps

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Mumbai: In a first, Bajaj Allianz General Insurance has automated claims processes with registration and settlement is some claims taking place without human intervention and sometimes even without the insured lodging a claims.

The company's new app allows customers to buy travel insurance by clicking a photo of their ticket and the claim for delayed flights are settled even without the customer lodging a claim. Similarly in motor insurance, BAGIC offers instant settlement for small claims based on uploaded image of dent. The company says it has developed a software for calculating cost of dent repair automatically by collecting historic data on such repairs.

Launching a new mobile app Travel Ezee on Wednesday, Bajaj Allianz CEO Tapan Singhel said, "We have used blockchain's distributed ledger technology to automate settlement of travel insurance claims related to flight delays even before the claim is reported. We have partnered with a third-party travel aggregator to get realtime data on flight timings for every city, every location in the world."

Bajaj Allianz also said that while claims normally take 3-4 days to settle, with Travel Ezee they are vouching for a turnaround time as short as 20 minutes.