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How to use Bajaj Allianz General Insurance's Gen AI Bot to understand your insurance cover better

Bajaj Allianz General Insurance has launched a Gen AI powered Bot called Insurance Samjho for its policyholders. This next-generation AI technology bot is designed to simplify insurance complexities, empower customers with knowledge about their policies with easy-to-understand information, stated a press release issued by Bajaj Allianz General Insurance.

What information policyholder can get

Whether it's understanding coverage details, comparing policies, or clarifying specific terms and conditions, the "Insurance Samjho" Gen AI powered Bot offers personalised assistance to policyholders, ensuring transparency and clarity, stated the press release.

How to use Insurance Samjho

As per the press release, this is what policyholders need to do to use the Gen AI bot.

Customers need to simply upload their policy documents (brochures, policy copies, or policy wordings) to the platform at https://www.bajajallianz.com/insurancesamjho/.

The Gen AI powered Bot then acts as a virtual assistant, allowing customers to ask questions about their coverage, exclusions, and procedures or even ask for clarity on some specific medical conditions.

In essence, it is similar to interacting with Chat GPT to ask questions and seek clarification on various aspects of their policies based on the document that has been uploaded.

The bot provides clear, concise answers in a conversational style, ensuring complete transparency and easy comprehension.

Tapan Singhel, MD & CEO, Bajaj Allianz General Insurance, emphasized the significance of this initiative, stating, "It has been a perennial issue for the insurance industry and worry for the citizens in terms of complexity of insurance terms, the jargon involved and understanding the fine print as well. With this platform, which is a bot powered by Gen AI, it is our endeavour to empower our citizens with the knowledge they need to make informed decisions by knowing more

about insurance products across the industry and feel confident about their insurance coverage. This easy-to-use platform will keep learning and improve over time, because of its AI capabilities."