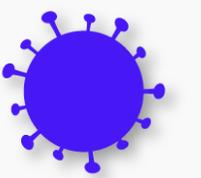


# Expanding Insurance Policy Coverage

Peace of mind when it's needed the most with **Full-Cycle Automation**



Insurance-Coronavirus Use Case

## 01 Challenges

An insurance company wants to be able to quickly respond to requests for expanded insurance policy coverage, from the initial customer approach all the way to eventual approval, without being bogged down by repetitive and time-consuming manual processes.

## 02 COVID-19 Urgency!

The onward march of the COVID-19 pandemic has understandably resulted in a massive worldwide spike in anxiety about what the future may hold. Consequently, farsighted individuals are already diligently planning ahead by **updating and significantly expanding their insurance policies** to be as well-prepared as possible for any eventuality.

## 03 Solution

**Kryon's Full-Cycle Automation Suite** receives the initial application for extra policy coverage from the customer, via an easy-to-use online platform, and gets to work verifying the customer's identity and the scope of his or her current policy. The robots check the details of the request against a set of predefined criteria and either reject or approve it, determine any updated premiums in the case of the latter, and then inform the customer of the decision by SMS or email.

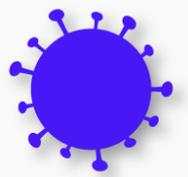
## 04 Expected Results

- Up to **65% reduction** in the average policy processing time
- Quickly give **peace of mind** to loyal customers
- Delays caused by human error **eliminated**
- Exceptional levels of **customer satisfaction**



# Matching Policyholders with Medical Care

Finding the best doctors when you need them the most with **Full-Cycle Automation**



Insurance-  
Coronavirus  
Use Case

## 01 Challenges

A health insurance company wants to be able to match its policyholders with the most suitable and best quality medical treatment from a wide variety of providers – and then seamlessly process the payments for the treatment – quickly, easily and accurately.

## 02 COVID-19 Urgency!

As a result of the COVID-19 pandemic, the need for the effective coordination of all aspects of patient care is paramount. In countries where the healthcare model is primarily, or even partially, based on private health insurance, it is imperative that insurance companies can rapidly locate and approve vital treatment for policyholders, as well as ensure swift payment to providers.

## 03 Solution

**Kryon's Full-Cycle Automation Suite** receives online requests from policyholders or their primary care physicians for specialist treatments, which are then crosschecked with the terms of the individual's insurance policy. Once eligibility for the treatment has been verified, the robots locate the most suitable provider in the policyholder's vicinity, who then receives the provider's contact details by SMS or email. Upon completion of the treatment, the provider is then reimbursed.

## 04 Expected Results

- Up to **70% reduction** in the time taken to access vital medical care
- Promptly treating patients to **save more lives**
- Human error **eliminated** for exceptional speed and accuracy
- Very high levels of **patient satisfaction**



# Postponing Insurance Policy Payments

Helping loyal customers through difficult times with **Full-Cycle Automation**



## 01 Challenges

An insurance company wants to be able to allow policy holders to postpone their regular insurance payments, without affecting the terms of their policy coverage, a process that currently requires the involvement of several departments and multiple authorizations.

## 02 COVID-19 Urgency!

As the COVID-19 pandemic continues to spread around the world, many people are suddenly experiencing unforeseen financial hardship. In these difficult circumstances, insurance providers are seeking ways to help their customers lighten their financial burden by deferring payments – a strategy which is both humanitarian *and* good business sense.

## 03 Solution

**Kryon's Full-Cycle Automation Suite** receives postponement requests submitted online by policyholders. The robots then retrieve the relevant customer data from various applications and verify the customer's eligibility for payment postponement against the terms of the policy. Once approved, an automated email or SMS is sent to the policyholder. Any discrepancies in requests are automatically flagged by the robots for human intervention.

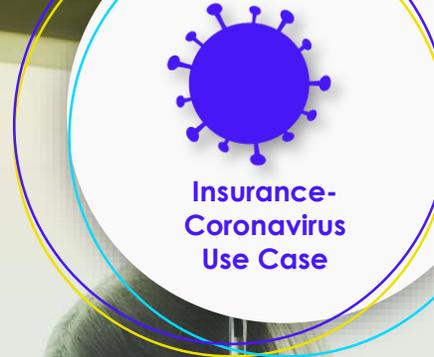
## 04 Expected Results

- Up to **70% reduction** in time taken to approve postponement requests
- Helps to **significantly reduce financial worry** in times of hardship
- Human error practically **eliminated** for **exceptional accuracy**
- **High customer satisfaction** scores resulting in strong brand loyalty



# Streamlining Health Insurance Claims

Stress-free and rapid settling of healthcare claims with **Full-Cycle Automation**



## 01 Challenges

A health insurance company seeks an effective way to quickly reimburse healthcare providers for treatments received by policyholders, a process that currently involves multiple manual steps across different departments, drawing information from several different systems.

## 02 COVID-19 Urgency!

With the COVID-19 pandemic continuing its seemingly relentless march around the globe, access to vital medical care is of the utmost importance. Equally imperative for health insurance providers in these turbulent times is the ability to process and settle medical bills incurred by policyholders quickly, accurately and seamlessly.

## 03 Solution

**Kryon's Full-Cycle Automation Suite** receives claims requests submitted online by policyholders, along with any necessary attachments. Patented OCR technology reads these attachments and extracts any additional relevant information. The details of the claim are verified against the terms of the individual's insurance policy, and the healthcare provider is reimbursed upon approval. Any unusual claims are automatically flagged by the robots for human intervention.

## 04 Expected Results

- Healthcare bills settled around **5x faster**
- **Takes the stress out** of paying for medical care during difficult times
- Human error **slashed to almost 0%**
- Exceptionally high levels of **customer satisfaction**

