

# Lodestone SOLUTIONS

## Specialist Travel Insurance Claims & Assistance System

Our Travel Claims system has numerous travel-specific features such as exchange rate calculations, out of the box travel policy and extras benefit mapping, destination and travel warning validations, location based technical fraud and error checks. In addition, it features high levels of process automation and machine learning, allowing for instant processing of claims. The system is available in multiple languages and manages multi-country operations. We also have an Emergency Assistance module.



Lodestone Solutions is ISO27001:2013 Certified  
(Certificate AUS/ISMS/JAS-C0003/0021)

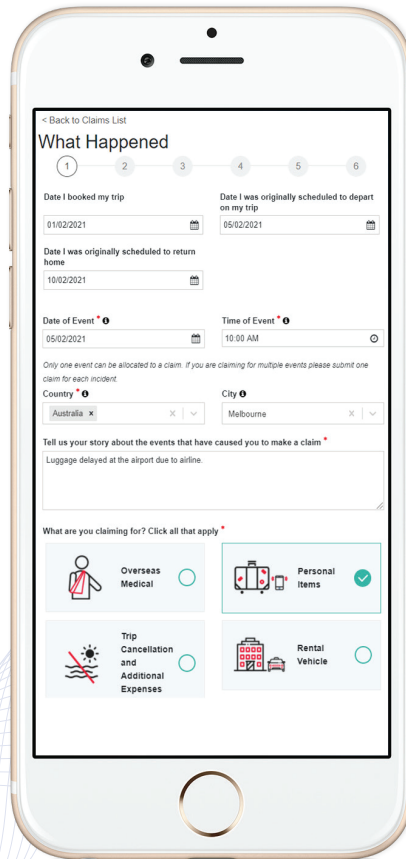
# Travel Insurance Claims System Features



Our 360 degree customer claim site is a social media style feature. It allows easy customer interactivity for claims progress and communications, submission of additional documents



The system is built on a modern web architecture, using Microsoft stack technology. It is fully modular and API enabled.



Multi-brand tenancy allows the travel insurer to handle multiple client brands and assistance providers on one platform. This makes the system highly efficient and low cost to operate.



The solution uses AI and NLP to allow for quick and efficient claim processing, with full claim automation, saving claim administration costs and boosting customer NPS.



Status driven workflow



Automated OCR scanning of supporting docs



Multi-currency



Dashboard & BI suite of reports



Approval delegations



Policy validations & fraud checks



Depreciation calculation



Domestic medical visitor claims



Automatic reserving



Sophisticated task management



Domestic and international payments



AI / Straight through processing



Multi-brand tenancy



Auto document generation



OFAC sanctions check



Medical provider network integration



Complex org structures



Email, SMS & WhatsApp communication



Audit trails & history tracking



Medical cost containment



Multi-language



Customer claim site with 360° claim view



Code of Practice compliance alerts & reports



Emergency Assistance module