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Enservio Announces New Online Contents Valuation Tool to Speed Claims

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Enservio, a national provider of software and services to property insurers, announced the launch of ContentsExpress, a secure online contents valuation tool for insurance carriers and adjusters used to accelerate



the contents claims process for property insurance claims.

“Using ContentsExpress for the past six months, we have seen it become a vital aspect of our daily routine,” said Justin Pruitt, property office claims representative from Indiana Farm Bureau Insurance. “ContentsExpress addresses the more challenging aspects of contents valuation, such as applying limits and recoverable depreciation issues, while simplifying the experience for the end user. As an adjuster who focuses on a high volume of contents claims, the ContentsExpress workflow, due to its flexibility, ease of use and level of detail, is irreplaceable.”

Carriers and adjusters have traditionally relied on static spreadsheets and an array of point-solution inventory and valuation tools to process contents claims. The product marks the next phase in the evolution of contents claims solutions by providing carriers and adjusters with a fully-integrated tool they can access online anywhere and anytime.

“Enservio already helps leading insurance carriers dramatically improve the speed and accuracy of contents claims and now we’re taking it to the next level with ContentsExpress,” said Alex Harwitz, SVP, product management of Enservio. “ContentsExpress brings all of the tools and functionality carriers and adjusters need into one easy-to-access online environment. Adjusters can work closely with Enservio’s world class contents

service professionals, as well as with their insureds, using one platform. We have also provided access to our proprietary technology and product database to enable adjusters processing their own contents claims to quickly and effectively value items and generate comprehensive settlement reports.”

Carrier Insights and Controls

ContentsExpress allows each carrier to create and apply customized administrative controls for handling property contents claims, reinforcing existing business processes. Carriers can apply coverage settings and controls that will automatically be applied to each claim filed by claims adjuster staff, including policy rules and limits, coverage settings, payment tracking and depreciation tables.

Claims Adjuster Tools

Claims adjusters logging into ContentsExpress can quickly and easily enter claims inventory data, calculate valuations, adjust and evaluate the claim for settlement, all from a single screen. Adjusters simply enter the insured, policy and inventory data via the user-friendly interface and are guided by a step-by-step process. Pre-set carrier and standard industry-controls automatically calculate and adjust the claim, resulting in trackable and searchable claims reports for both the carrier and insureds.

Source: Enservio

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