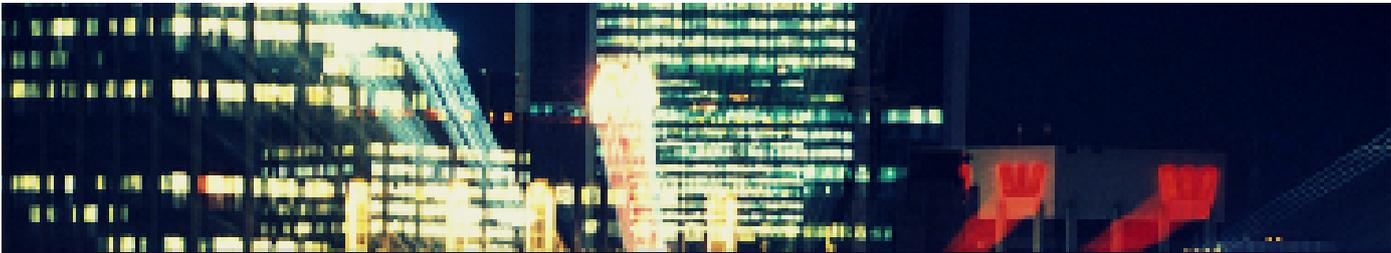


ISSUE 3

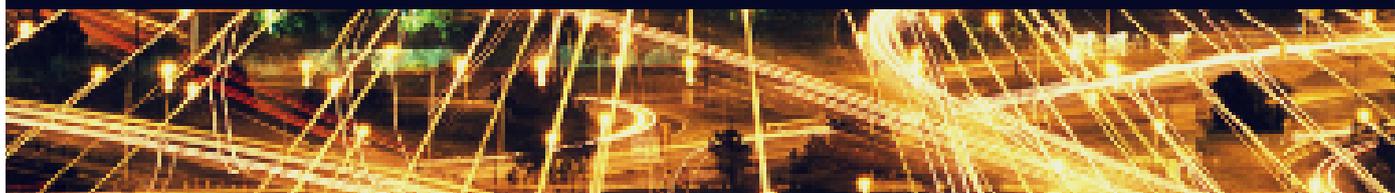
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EDDIE LONGWORTH

JEL CONSULTING LTD



CLAIMSTECH FORUM

NEWS, VIEWS AND
COMMENTARY



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In this latest edition of the Forum newsletter we highlight a ton of activity in the IoT market and, for once, the world of commercial claims also gets a look in. Bought by Many reminds us of the continuing need for human contact in claims management and – speaking of which – Zurich scores an industry ‘first’ by using tech to help those who are deaf or hard of hearing. Well done to them.

Much to talk about and, as ever, forward this email to your contacts and feedback any thoughts directly to us. Would be great to hear from you and do keep sending us your news and views.

Please contact me here; info@claimstechforum.com

IN BRIEF

- Bought by Many champions human contact for best [customer service](#)
- How perception changes the nature of the debate ([amusing video](#))
- Multi-functional home security and detection system launched by [Arlo](#)
- Using AI to monitor and manage water [leaks](#)
- Congratulations Zurich. Video technology brings clarity to [deaf people](#)
- Verisk makes further inroads into claims fraud detection [market](#)

FEATURED ARTICLES



CHATBOTS

SPIXII SPECULATES ON MULTIPLE FUTURE USES OF CHATBOTS IN [INSURANCE](#)



FRAUD RESULTS IMPRESS

CAR WASH FRAUD DETECTION SYSTEM FLAGS 9% OF CLAIMS AS [SUSPECT](#)



COMMERCIAL BUILDINGS

TECHNOLOGY TO REVOLUTIONISE BUILDING SECURITY AND REDUCE [CLAIMS](#)



IOT BRING OPPORTUNITY

INSURERS NEED TO RESPOND TO OPPORTUNITIES [OF IOT.](#)

WILLIS TOWERS WATSON

QUARTERLY BRIEFING TRACKS LATEST [DEVELOPMENTS.](#)

LLOYDS LAB FIRST

INNOVATION HUB SELECTS BLOCKCHAIN APP FOR [CLAIMS.](#)

Shift Technology

INTERESTING COMPANIES

Many of our readers will know of Shift because of their acknowledged expertise in fraud detection. However, expansion into claims automation through their proprietary 'Luke' software looks to be an interesting next step. Worth a visit to the [website](#).

EVENTS

Our friends at Insurance Nexus continue to deliver high quality events in a crowded calendar. Insurtech Insights is certainly worth a visit and stands out from the crowd. Visit their [website](#).



KEEP IN TOUCH

Interested in a partnership with us or have an article to share, please contact us info@claimstechforum.com

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