







The easiest  
way to manage  
claims online





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Claimable is operated by Claimable Ltd, registered in England and Wales. Company No: 06944789. VAT No: GB974 0789 76.

Registered office: Unit 1.06, 12-18 Hoxton Street, London N1 6NG.

Claimable Ltd. was founded in 2009, to create simple, affordable insurance software that delivers tangible value to our customers.

We are committed to continually improving our software and introducing innovative new features. Our goal is to ensure the users of Claimable products get the most out of modern web technology and the benefits it can bring to their business.

We believe that details matter, and our software is carefully crafted with the end-user in mind, to provide a set of modern, elegant tools that help our customers get more work done.

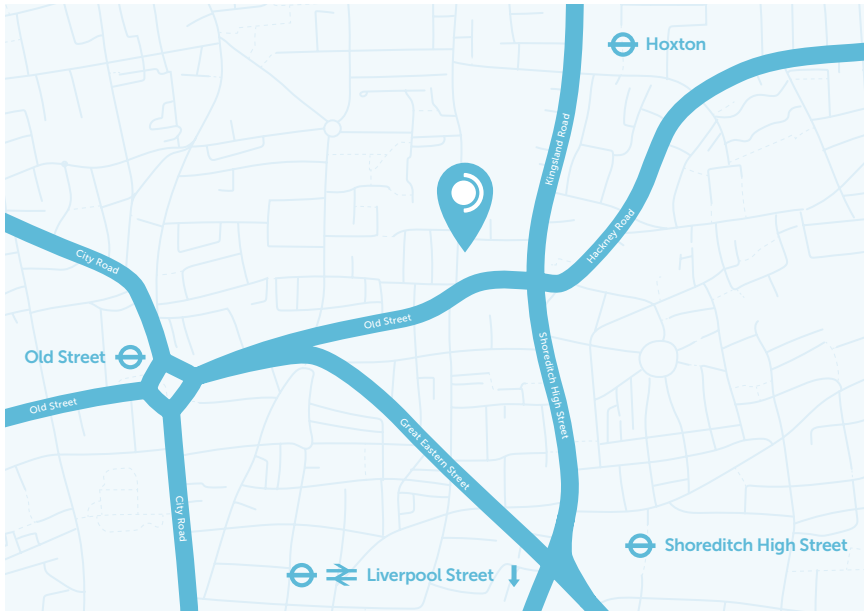
We work with a diverse customer base, which is testament to how flexible our platform is, and we take pride in the operational benefits and efficiencies provided by our service.



# Introduction

## Mission Statement

To change perceptions of insurance through technology and provide tangible business benefits to our customers, who we strive to build long-term relationships with.



# Who is Claimable for?



## Target audience

Claimable is designed for companies or individuals who manage insurance claims as part of their day-to-day operations. For example, users of Claimable include:

Claims management companies

Insurance companies

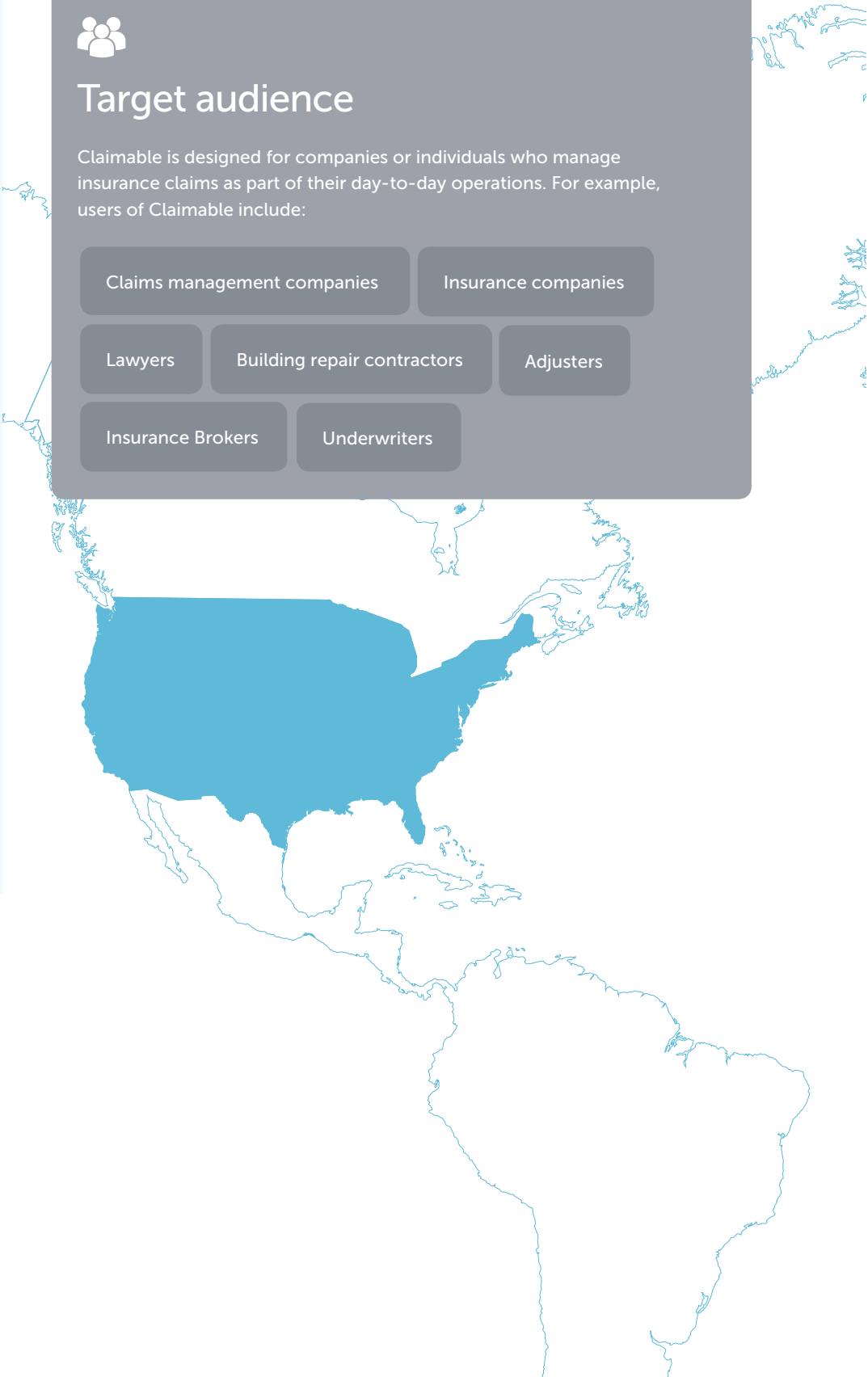
Lawyers

Building repair contractors

Adjusters

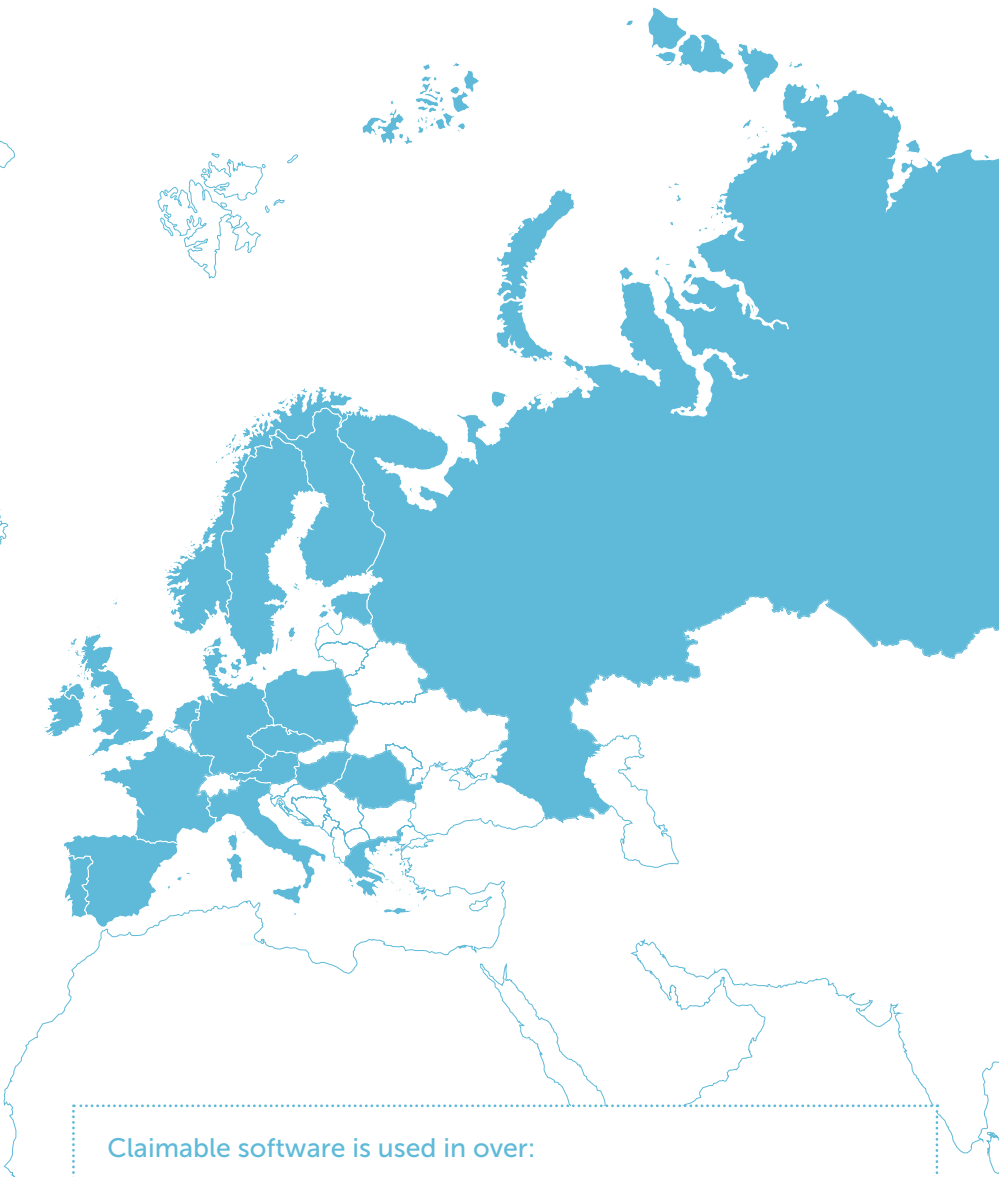
Insurance Brokers

Underwriters





# Current Customer Base



Claimable software is used in over:



Currencies



Languages



Countries

We have users across Europe, North America and Southeast Asia who process claims in multiple currencies using a wide range of languages.

Map highlights countries currently using Claimable software

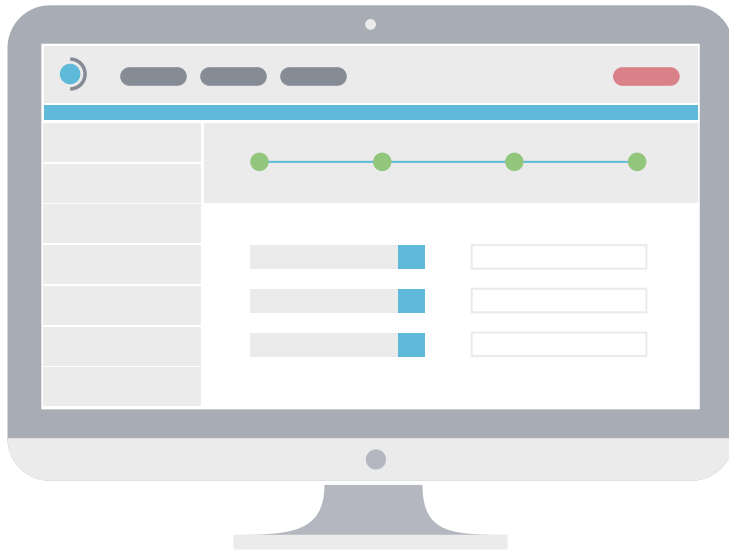


# Key Benefits

Access your claims data from anywhere, via the web and mobile.

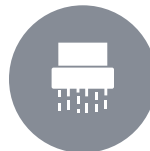
Claimable is built with accessibility in mind and provides easy access to your claims data from anywhere with an internet connection.

We store your data securely in the cloud, so your team can collaborate and share information whether they are in the office, travelling or working in the field.



### Settle more claims

Increase your claims handling capacity by spending less time on admin.

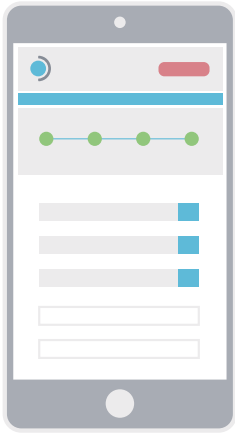


### Go paperless

Your data is securely stored in the cloud and is accessible from anywhere. No more paper!



# Key Benefits



**Automate your workflow and reduce admin for your team.**

We help your team spend more time settling claims and less time doing admin.

Claimable provides powerful workflow tools to reduce the amount of repetitive work so you can focus on what you do best.



### **Impress your clients**

Your clients can track progress themselves, access their data and view key reports.



### **Stay compliant**

Be ready for an audit with a complete history of each claim at your fingertips.



# Features

Claimable is designed with small and medium businesses in mind. We craft features that our customers value and benefit from.



## Unlimited Document Storage

There is no limit to the number of files you can store safely in Claimable.



## External User Access

Invite your clients and suppliers to access their claims and reports.



## Public Claim Tracking Page

All your policyholders can track their claims online, reducing the load on your customer support team.



## Send Outgoing Emails and Letters

Send manual and automated emails, and generate letters from within Claimable.



## Powerful Workflow Rules

Optimise your claims process with flexible workflow rules to intelligently automate your operations.



## Reports

Extract meaningful reports so you can make informed decisions and monitor your KPIs.



## User Permissions Control

Decide exactly who can access your data to ensure sensitive information is protected at all times.



## Mobile Device Support

Use Claimable while out of the office on your phone or tablet.

## Pricing

Our latest pricing is available on our website at [www.claimable.com/pricing](http://www.claimable.com/pricing) and upon request for our Claimable Enterprise customers. For more information, please contact [sales@claimable.com](mailto:sales@claimable.com).

All packages include a free trial.  
**Try before you buy!**

We regularly add new features and a full, up-to-date list is available at [www.claimable.com/features](http://www.claimable.com/features)



Our Claimable Enterprise product benefits from everything in our SME version and also includes the following enterprise-class features.



### Service Level Agreement

We will respond to support requests within 2 hours.



### Advanced Customisations

Define custom fields and access bespoke features to suit your specific business needs.



### Dedicated Hosting

You'll have dedicated server resources in a geographical region closest to you.



### Invoice Billing

Pay within invoice terms of 30 days.



### Dedicated Account Manager

You'll have access to a single point of contact for ongoing support and account management.



### Long Term Contract

Benefit from the security of a long term (12 month+) contract.

# Enterprise





# Reporting and KPIs

Information is power and Claimable is built with reporting at its core. Our flexible reporting tools give you key insights into your business and allow you to make informed decisions.



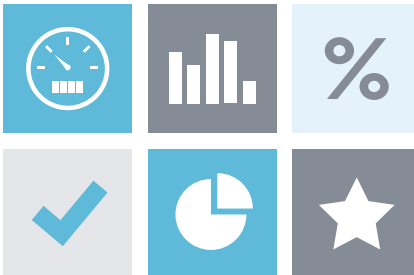
## Report Builder

Our report builder makes it easy to create reports and analyse your data. Data can then be extracted for further analysis, or scheduled to be automatically delivered to you, making sure you stay informed.

## Key Performance Indicators

We know KPIs are important to the health of your business. Claimable has built-in support for measuring performance against success metrics as defined by you.

Progress is monitored and compared against your KPIs both as an operational tool to improve workflow and for high-level reports and business information.



## Your Business Information At A Glance

Our customisable dashboard presents key business information, giving immediate access to an overview of performance measures so you can make informed decisions based on meaningful data.

Claimable is built with security in mind. We go to great lengths to protect our customers' data both via internal staff policies that ensure sensitive data remains private, and by partnering with hosting providers who offer industry-leading network security and data protection.



## Frequently Asked Questions

- 1 Do you have an uptime guarantee?**  
Yes, we have a proven uptime of 99.99%. If we do need to perform maintenance, we will notify you in advance to minimise any disruption.
- 2 Do we need our own servers?**  
No, we handle all that for you! Claimable is a fully hosted application, so there is no need for expensive hardware. In fact, all you need is an internet connection and a modern web browser.
- 3 Do we own our data?**  
Yes. Your data is safely stored in our platform, but you retain ownership of it at all times. If you do require a copy, we will be happy to provide this.
- 4 Is our data backed up?**  
Yes, we maintain multiple backups and our platform operates with a high level of redundancy to minimise risk to your business.
- 5 Who can access our data?**  
We have strict access control policies to ensure your data is protected. You can specify detailed privileges for every user on your account.
- 6 Where is Claimable hosted?**  
We use a combination of industry-leading data centres including Rackspace and Amazon, who operate to PCI-compliant standards (see below).

### Encryption



Claimable uses the same high-level encryption trusted by the banking industry.

### PCI Compliance



- PCI DSS Level 1
- SOC 1/ ISAE 3402
- SOC 2
- SOC 3
- ISO 9001
- FIPS 140-2
- CJIS
- CSA
- FERPA

### Top tip

Claimable works best with a modern browser, such as:



Chrome



Safari



Firefox



IE 9+



## UK and Global

UK and Global are providers of independent insurance brokering and risk management services to clients operating in the UK and with international operations. They are based in the Lloyd's of London building at the very heart of the global insurance market with access to all insurers and underwriters.

### How do you use Claimable within your company?

We use Claimable as a way of delivering added value to our clients on a daily basis. It is a facility which is now a fundamental aspect of our client offering.

### How does Claimable benefit your company?

Bringing Claimable to our clients differentiates us from 99% of our competitors.

Claimable provides us with the following benefits:

- It enables our clients to access their own claims data at a time of their choosing.
- It reduces our clients', and our own, administration time and costs.

- It is a significantly more efficient platform from which to deliver our claims service.

### Has Claimable helped your company overcome any problems you were facing?

Claimable has improved all aspects of our claims administration including the following:

- Up to date claims figures are available at all times instead of having to wait for insurers to provide them.
- The diary system is excellent, enabling easier monitoring of outstanding claims.
- The fact that Claimable is web-based fits perfectly with our clients' preferences and requirements.

“Claimable is, in our opinion, the UK's premier web-based claims facility.”

James Garratt, UK and Global, Managing Director



“The Claimable system has helped us to provide a highly professional claims service for our clients and represents a significant advantage in terms of our operational efficiency.”

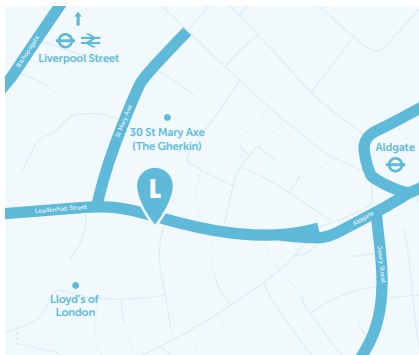
Andy Mintern, Lorega, Director



## Lorega

Lorega are a Lloyd’s MGA selling a range of insurance products which provide the policyholder with an independent Chartered Loss Adjuster, in the event of a claim.

Insurance claims can be both complex and time consuming. Getting a claim settled is about knowing what to do and having the right information to give the insurance company. Lorega’s chartered loss adjusters specialise in this and provide practical advice to help reduce the impact of a loss. They organise remedial work, obtain replacement goods and help to settle claims quickly.



## Settling claims quickly and smoothly

Lorega use Claimable Enterprise to greatly enhance their claims workflow and to facilitate the swift and efficient settlement of claims all over the UK. This includes document storage, organisation of emails, automatic customer correspondence, KPI monitoring and the capturing of customer satisfaction ratings.

Using Claimable has allowed Lorega to significantly increase their claims handling capacity, and to maintain a high level of customer satisfaction.

Lorega’s customers repeatedly praise the speed with which their claims get settled and the proactive approach to communication.

## A long-term partnership

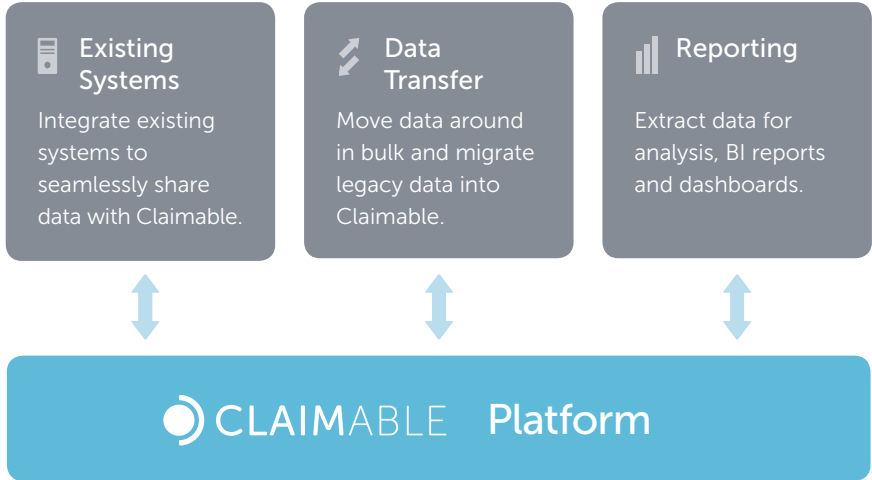
Lorega and Claimable work together to continually enhance Lorega’s implementation of Claimable Enterprise, the flexibility of which is allowing Lorega to support a growing number of insurance products, and handle ever-increasing volume, with the same human resources.

You can read more about how our customers use Claimable online at [www.claimable.com/case-studies](http://www.claimable.com/case-studies)



# API and Integration

We provide an API to make it easy to integrate with your existing systems, migrate legacy information and access your data.



**You own your data** and our API provides a way for other systems to bypass the user interface and access Claimable directly, computer-to-computer, giving you direct access to your data.

For example, our API can be used to share data with other systems, send information to and from your website; and extract large amounts of data.

**Our API**  
We operate a modern JSON-based, RESTful API that is well-documented and conforms to modern standards in API design, ensuring it's easy to get started with and build a custom integration.

## Professional Services

We provide professional services to assist our clients with the following:

- API Consultancy** We can help you get the most from our API or build an integration for you. (Ask us for more details.)
- Migration** We're experienced experts in migrating legacy data into Claimable.
- Business Analysis** Claimable works best with well-defined operational workflows and we can help you establish new processes or improve on your existing methods.



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