SHIFT

Customer Story

Assurant's Focus on Innovation Increases Stopped Fraud

The situation

Assurant and Shift Technology have been working together to detect claims fraud since 2018. Assurant, a Fortune 500 company with a storied history dating back to the 1890s, had a smart vision for the future. Their leadership knew that technologies such as AIpowered fraud detection would become invaluable to insurance, and so it began evaluating methods to become an innovator in the industry.



Looking to innovate Leverage AI to detect complex and evolving fraud



Integrate data Connect internal and external data to detect more fraud

After a trial period where Shift accurately identified dozens of fraud cases, the company made its final determination. "We evaluated several options and concluded that Shift Claims Fraud Detection best fit our needs," commented an SIU leader at Assurant. "Shift's robust learning model and ability to detect and adapt to new fraud patterns will help us align to ongoing changes in the market."

The solution

After working together for 4 years, Shift's powerful fraud detection AI has become integral to the SIU team. As Assurant notes, "Shift does in a matter of minutes what would take days for a team of analysts to complete, and Shift does it with incredible accuracy."

For Assurant, Shift delivered



AI fraud detection

Optimizing every time it identifies a fraudulent claim to stay ahead of fraud trends



Clear context

Full details on fraud alerts to accelerate Assurant's investigations



Workflow integration

Customized investigation software to match Assurant's SIU needs



Dedicated expertise

Team of data science and SIU experts to ensure Assurant achieve their goals

While Shift's AI delivers accurate fraud detection, fraud detection is only part of a complete approach to SIU innovation. "Shift is very flexible when it comes to allowing us to customize its functionality to fit our company's needs. The staff at Shift is always available They also provide meaningful analysis of tthe data that they present, and they're quick to respond to any changes or adjustments we request."

The result

Shift has worked closely with Assurant to refine its AI models in a way that fits their business objectives. In particular, Shift helped Assurant deal with evolving fraud schemes involving specialty vehicles, extreme weather, and multi-claim cases.

With the combined benefit of Shift AI and customer dedication, Assurant was able to mitigate significantly more fraud, reflecting the continued value over 4 years. This improvement was driven by an increase to Assurant's case acceptance rate since 2018, leading to increased mitigation from the SIU. "Shift has allowed us to validate more claims than ever before," says their SIU leader. "Assurant is a hard target for fraud with the help of Shift, and Shift's innovation and creativity has allowed us to enhance our creative and sustainable stance in the industry."

> "Shift does in a matter of minutes what would take days for a team of analysts to complete, and Shift does it with incredible accuracy."

-SIU Leader Assurant

| CLAIM USI378698 CALIFICATION C | CLAIM US137378698 CULIFICATION CULIFICATION C Add Reminder ASIGN Modify NXICATION C Summary C Detection C Mistory R Related alerts C Comments C C Comments C C Comments C C C C C C C C C C C C C C C C C C C | SHIFT | Alerts | Exploration | Statistics | Smart docu |
|--|--|------------------------|--------|---|---------------------------|-----------------------|
| USISTATES Comments Summary Related alerts Comments Summary Summary Comments Summary Summary Comments Summary Comments Summary Comments Summary Sum | USI378698 C UALIFICATION CIAMINARY Show less Claim Insurer SHII Ciam System CreateDateOffset Unknown informatic DiledAnount Unknown informatic DiledAnount Unknown informatic Estimated Anount S12,931.A Policy Insurer SHII Policy Insurer Number of personal injuries in claim Insure In | | < s | core: 92 Alert Number: | US1378698 | Scenario: Induced acc |
| QUALIFICATION Image: Source of the | QUALIFICATION Image: Claim Carlos Image: Claim Carlos Add Reminder ASSIGN Modify ASSIGN Modify NAVIGATION Image: Summary Accident with Identify Detection Unknown Informatis Image: Comments Unknown Informatis Policy Insurer SHII Policy/Image: Comments Policy Insurer SHII Policy/Image: Comments Unknown Informatis Effective Date Unknown Informatis Policy/Image: Comments SHII Policy/Image: Comments SHII Policy/Image: Comments SHII Policy Didder Name Object Shii Creation Date Unknown Informatis Products Unknown Informatis | CLAIM US1378698 (D) | - | SUMMARY Show less | s | |
| Claim Insurer SHI in Add Reminder Unknown SU 2026 SSIGN Modify Modify SSIGN Modify Claim Rumber Unknown informatis SSIGN Modify Modify Modify SSIGN Modify Modify Modify SSIGN Modify Modify Modify Modeling Summary Modify Modify Modify Modify Modify Modify Policy Modify Modify Modify Policy M | Claim Insurer SHII insurer SHII Insurer SHII Add Reminder Usinowin formatic Claim Number Usinowin informatic ASSICN Modify Payment Date Unknown informatic Insurer Summary Estimated Amount Stage A betection Stage Policy Policy Insurer SHII Policy Insurer SHIII Policy | QUALIFICATION | | | | |
| ▲ Add Reminder United the model SSiGN Modify SSiGN Modify Claim Number US12766 SSiGN Modify SSiGN Modify Signmary Claim Cause A Detection Unknown informatis Bethods Unknown informatis Policy Insurer Policy Insurer Policy Insurer Policy Insurer Policy Insurer Policy Insurer Settictive Date Unknown informatis Effective Date 17:04:20 Expiration Date Unknown informatis Products Unknown informatis Products Unknown informatis Muther Supprision Date Unknown informatis Expiration Date Unknown informatis Expiration Date Unknown informatis Number of personal injuries in claim | Model Reminder Juntable Add Reminder Usin Number ASSICN Modify ASSICN Modify Claim Cause Accident with identifi Claim Summary Unknown informatis Polyment Date Unknown informatis Policy Policy Comments Policy Insurer SHI Policy Insurer Supration Date Unknown informatis Products Unknown informatis Expiration Date Unknown informatis Products Unknown informatis Mathematical Advisor Supration Date Unknown informatis Expiration Date Unknown informatis Products Variable Name Unknown informatis Number of personal injuries in claim Number of personal injuries in claim | | - | | | |
| Assign Modify MAVICATION SWIGATION Claim Casse Accident with identify Claim CreaseDateOffset Unknown informati Claim Casse Accident with identify Claim CreaseDateOffset Unknown informati Date Unknown informati Eatimated Amount Unknown informati Eatimated Amount S12,931. Policy Related alerts Policy Insurer SH Policy Insurer SH PolicyCholder Name Rabert Sm Creation Date Unknown informati Expiration Date Unknown informati Expiration Date Unknown informati Products Unknown informati Variable Name Number of personal injuries in claim | Acsic M Modify Accident with identify ASSIGN Modify Claim Caste Accident with identify ASSIGN Modify Payment Date Unknown informati MAVIGATION Summary Unknown informati Diffection Detection Summary Unknown informati Medify Related alerts Unknown informati Policy Insurer SH Policy Insurer SH Policy/Idder Name Robert Sm Creation Date Unknown informati Products Unknown informati Variable Name Number of personal injuries in claim | | | | | |
| NAVICATION Payment Date Unknown informat DiffedAmount Unknown informat DiffedAmount Unknown informat Estimated Amount Unknown informat Estimated Amount S12,931 Policy Insurer Policy Insurer Policy Insurer SH PolicyOlder Name Rebect Sm Creation Date Unknown informat Products Variable Name Number of personal injuries in claim | NAVIGATION Payment Date Unknown informat Image: Summary Image: Summary Unknown informat Image: Detection Summary Stated alerts Image: Related alerts Policy Insurer Image: Comments Other Summary State Summary Image: Comments Policy Insurer Image: Comments State Summary State Summary Image: Comments Unknown informat Expiration Date Unknown informat Products Unknown informat Suspicion: We suspect that the third party deliberately caused an accident to claim fake/et Variable Name Number of personal injuries in claim | | | | | |
| Image: Summary Unknown informat Image: Summary Estimated Amount Unknown informat Image: Summary Estimated Amount \$12,931 Image: Summary Image: Summary State Image: Summary Policy Insurer Image: Summary State Policy Image: Summary Insurer State Policyholder Name Creation Date Unknown informat Creation Date Unknown informat Expiration Date Unknown informat Products Unknown informat Expiration Date Unknown informat Susplicion: We suspect that the third party deliberately caused an accident to claim fake/er Variable Name Number of personal injuries in claim | NAVIGATION NAVIGATION Summary Detection Network Reinburged Amount Chinowen informat Reinburged Amount Chinowen informat Reinburged Amount Stagest Policy Policy Insurer Policy Insurer Policy Insurer Policy Insurer SH Policy Insure I | | Modify | | | |
| ▲ Detection \$12,931 ▶ History ▲ Related alerts Policy ▶ Comments Policy Insurer \$14 Policyholder Name Rebect Bar Creation Date Unknown informat Erdpiration Date Unknown informat Products Unknown informat Products Unknown informat Variable Name Number of personal injuries in claim | ▲ Detection \$12,931 ③ History ▲ Related alerts Policy ■ Comments Policy Insurer \$14 ■ Policyholder Name Robert Bane □ Creation Date Unknown informat ■ Products Unknown informat ■ Products Unknown informat ■ Detection Suspicion: We suspect that the third party deliberately caused an accident to claim fake/ee Variable Name Number of personal injuries in claim | | | billedAmount | | Unknown informat |
| | Related alerts Policy Insurer SHIP Policy/dollar Name Crastion Date Unknown informat Products Unknown informat Products Unknown informat Unknown informat Products Variable Name Variable Name Number of personal injuries in claim | | | | | |
| Related alerts Comments Policy InsurerSHI Policy/delf NameRebert 5an Creation DateUnknown informati Effective DateUnknown informati ProductsUnknown informati ProductsUnknown informati ProductsUnknown informati ProductsUnknown informati ProductsUnknown informati Variable Name Number of personal injuries in claim | Related alerts Policy Insurer | - | | counated Amount | | \$12,931 |
| Comments Policy Insurer SHI Policy/holder Name Containing Control Date Unknown informati Effective Date I rouge Unknown informati Products Unknown informati Products Unknown informati Products Variable Name Number of personal injuries in claim | Comments Policy Insurer SHI Policycholder Name Creation Date Unknown informati Products Products Unknown informati Products | | | | | |
| Insurer SHI Policyholder Name Robert Sm Creation Date Unknown informat Effective Date I 7:04-20 Expiration Date Unknown informat Products Unknown informat Products Unknown informat Variable Name Number of personal injuries in claim | Insurer SHI Policyholder Name Robert Smi Creation Date Unknown informati Effective Date I 7:04-20 Expiration Date Unknown informati Products Unknown informati Products Unknown informati Variable Name Number of personal injuries in claim | | | Policy | | |
| Creation Date Unknown informati Effective Date 17-04-20 Expiration Date Unknown informati Products Unknown informati Suspicion: We suspect that the third party deliberately caused an accident to claim fake/en Variable Name Number of personal injuries in claim | Creation Date Unknown informati Effective Date 17-04-20 Expiration Date Unknown informati Products Unknown informati Suspicion: We suspect that the third party deliberately caused an accident to claim fake/en Variable Name Number of personal injuries in claim | Comments | | | | |
| Effective Date 17-04-20 Expiration Date Unknown informat Products Unknown informat DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/en Variable Name Number of personal injuries in claim | Effective Date 17-04-20 Expiration Date Unknown informat Products Unknown informat DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/en Variable Name Number of personal injuries in claim | | | | | |
| Products Unknown informate DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/e Variable Name Number of personal injuries in claim | Products Unknown informate DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/e Variable Name Number of personal injuries in claim | | | | | |
| DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/er Variable Name Number of personal injuries in claim | DETECTION Suspicion: We suspect that the third party deliberately caused an accident to claim fake/er Variable Name Number of personal injuries in claim | | | Expiration Date | | Unknown informat |
| Suspicion: We suspect that the third party deliberately caused an accident to claim fake/e Variable Name Number of personal injuries in claim | Suspicion: We suspect that the third party deliberately caused an accident to claim fake/e Variable Name Number of personal injuries in claim | | | | | |
| | | | | DETECTION | l party deliberately caus | |
| Number of assessmentilly official structure in the states | | | Susp | DETECTION icion: We suspect that the third | l party deliberately caus | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |
| | | | Susp | DETECTION icion: We suspect that the third riable Name mber of personal injuries in clai | | |

SHIFT

About Shift Technology

Shift Technology delivers AI-powered decisioning solutions to benefit the global insurance industry and its customers. Our products enable the world's leading insurers to improve combined ratios by optimizing and automating critical decisions across the policy lifecycle. Shift solutions help mitigate fraud and risk, increase operational efficiency, and deliver superior customer experiences.

Learn more at www.shift-technology.com