



Streamline the Full Claims Lifecycle on a Customer-Centric Platform

Salesforce empowers insurers to quickly modernize operations and become an agentic enterprise. Claims Management lets you rapidly orchestrate and streamline the entire claims lifecycle across all lines of business—from First Notice of Loss (FNOL) and investigation to adjudication and settlement. Unlike legacy claims systems, these processes are powered by a deeply unified cloud-native platform that connects comprehensive policy data, trusted Agentforce automation, and frictionless digital journeys to resolve cases faster and drive policyholder loyalty.

✓ Accelerate Claims Deployment

Accelerate digital transformation with the flexible low-code capabilities of the Salesforce platform. Reduce development time and implementation costs to realize value faster. Empower teams to rapidly deploy modern claims experiences, streamlining innovation while reducing technical debt and IT bottlenecks.

✓ Orchestrate Connected Journeys

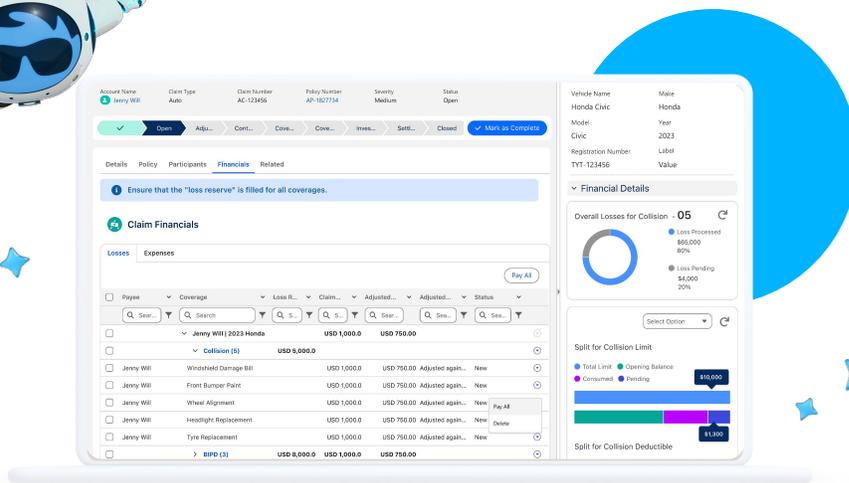
Drive end-to-end journeys that deliver frictionless experiences, empowering adjusters to reduce churn and increase customer lifetime value. Equip adjusters with immediate access to the full policy history and coverage details, eliminating the need to toggle between legacy screens.

✓ Personalize Claims Experiences

Unify customer information with a single data model to provide a 360 view of the customer. Deliver AI-driven insights of customers and partners and deepen claims intelligence. Power AI right in the flow of work to personalize every interaction and build loyalty at moments that matter.

✓ Increase Claims Efficiency

Automate routine processes using Agentforce agents alongside human teams. Modern user experiences streamline claims handling for speed, efficiency, and user productivity. Automate processes with user-friendly guided workflows to reduce operational costs.



Watch the demo at sfcd.co/claims-demo or Contact us at 1-800-667-6389 to learn more about Claims Management.

Manage claims from peril-centric intake, auto adjudication, reserves management, through to payment.

Capture First Notice of Loss

Help customers report claims quickly and easily through guided digital experiences. Prebuilt intake supports defining and capturing peril-specific details and invoking relevant adjudication rules, ensuring data is in good order. Seamless claim party management links involved individuals and businesses to Salesforce accounts and contacts.

Streamline Claims Adjudication

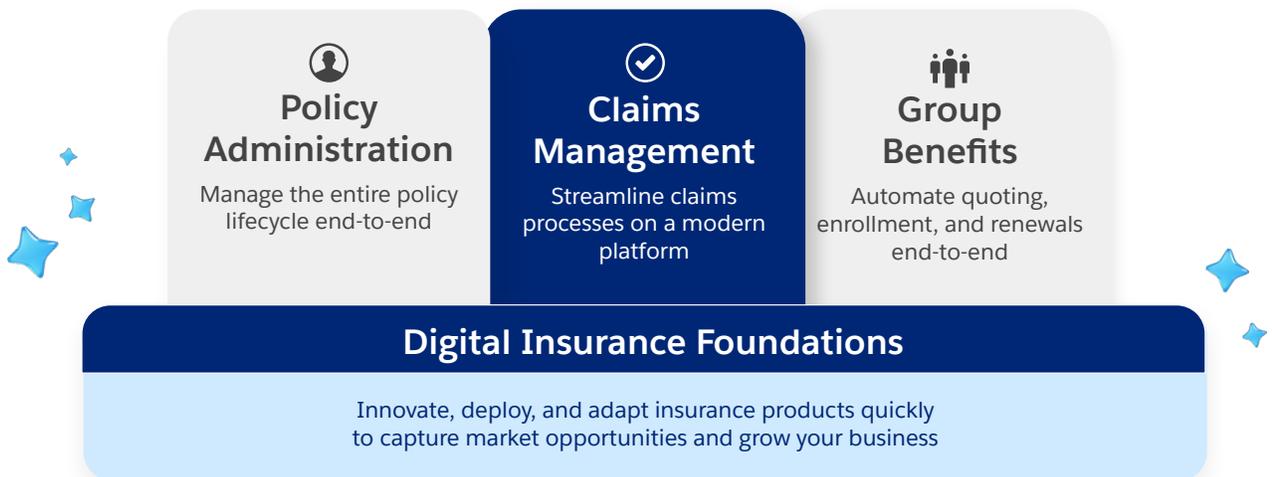
Manage the claims process efficiently with automated workflows and a complete claim history view. Ensure accuracy by linking claims to the policy terms that were in force at the time of loss. Clearly associate claim parties to specific claim items and accurately track coverage usage and consumption of policy limits.

Manage Claim Financials

Manage every monetary aspect of each claim with a comprehensive financial solution. A real-time financial summary details both posted and pending financials. Facilitate claim payments and tracking through seamless integration with third-party payment gateways. Ensure payment requests follow approval processes for accuracy and regulatory compliance while effectively managing reserves.

Deliver Omnichannel Experiences

Deliver guided digital experiences across any channel, simplifying processes like payments, modifications, and updates for customers and agents alike. Enable policyholders to easily access detailed claim data, statuses, and transaction histories. Support all claim transactions with APIs that offer fast integration and system flexibility.



Consolidate and streamline core insurance operations on Salesforce's Digital Insurance Platform. Harmonize core insurance processes with modern digital engagement, unified customer data, and trusted, intelligent automation on a single unified platform.