August 12, 2022
Sompo Japan Insurance Inc.

Enabling Early Payment of Insurance Claims in the Event of a Large-scale Natural Disaster
- DX Utilizing Palantir's Platform -

In April 2022, Sompo Japan Insurance Inc. (President and CEO: Giichi Shirakawa; hereinafter "Sompo Japan"), Palantir Technologies Japan K.K. (CEO: Koichi Narasaki; hereinafter "Palantir") and ABEJA, Inc. (CEO: Yousuke Okada; hereinafter "ABEJA") joined forces to form a "Disaster Response Project," the goal of which is to improve business operations in the event of large-scale natural disasters. Sompo Japan has begun to collect and integrate accident and insurance claim data from major natural disasters and build applications. Digital transformation (DX) of the claims payment process will significantly streamline operations, leading to faster payment of claims.

1. Background

In the event of a large-scale natural disaster, a disaster response headquarters is set up in the affected region, and staff and others from around the country are gathered together to expand the system for investigating damages and paying claims. Since a certain amount of time is required to put this system in place and gain proficiency with the work, the project team began considering ways of improving business operations by building this infrastructure more quickly and streamlining operations, thereby enabling faster payment of claims to customers.

2. Overview of the "Disaster Response Project"

The "Disaster Response Project" was formed in April 2022 in response to the March 16, 2022 earthquake that occurred off the coast of Fukushima Prefecture.

The information required for damage assessments was distributed across multiple systems. Considerable labor and time were required to print and sort documents and to manage the assignments involved in efficiently visiting customers' homes.
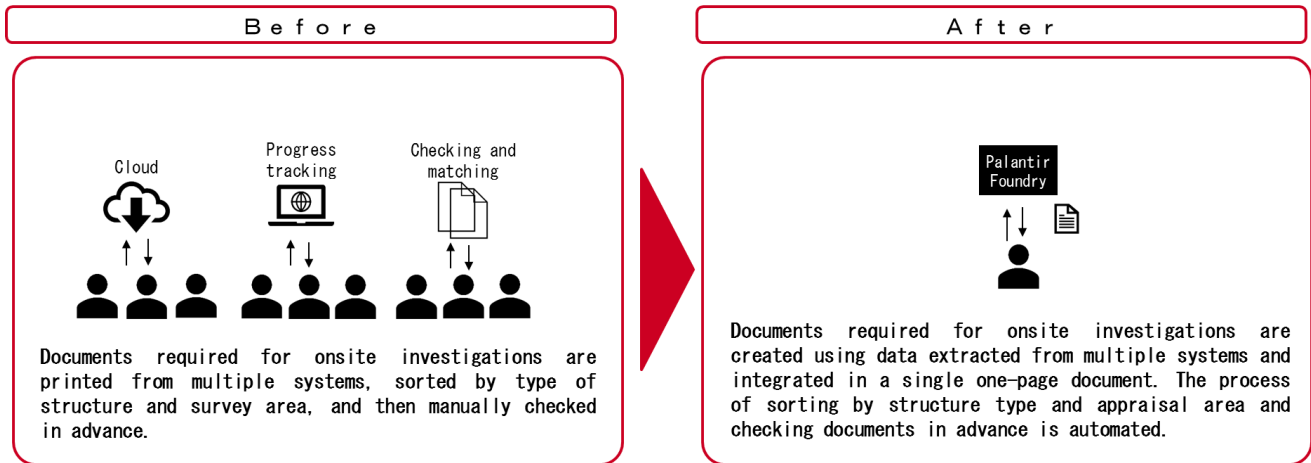
Utilizing Palantir's Foundry platform, in about two weeks the team developed an application (the "Application") to collect and integrate this scattered data in one place, restructuring it in line with business processes and thus streamlining operations. From the end of April over a period of about two months, they then conducted a trial (the "Trial") at the disaster response headquarters in Miyagi Prefecture to verify the practicality of the Application. By significantly improving business operations, this approximately two-month trail resulted in an overall improvement in administrative efficiency of about 21%. It is expected that this will expedite the payment of customers' claims by three to four days.

3. Efforts Going Forward

The Application has not only proved effective in an earthquake, but has also been envisioned for utilization at disaster response headquarters through improvements so that it can be used in wind, hail, water, snow and other kinds of natural disasters. Going forward, when setting up a disaster response headquarters, we will contribute to the earliest possible reconstruction of the lives of affected customers by delivering insurance benefits more quickly through the use of this Application and various other technologies, thus realizing SOMPO's Purpose: With a "Theme Park for Security, Health & Wellbeing," create a society in which every person can live a healthy, prosperous and happy life in one's own way.

[Image] Example of operational improvements through collaboration with Palantir and ABEJA

*Data integration reduced manual work during Trial conducted at Miyagi Disaster Response Headquarters

*Replacing manual work with this Application reduced clerical errors and otherwise improved operational accuracy

*Work has begun on improvements to enable use of the Application in disasters involving wind, hail, water, and snow, in addition to earthquakes.

Printing of documents for onsite appraisal

Before

Cloud
Progress tracking
Checking and matching

Documents required for onsite investigations are printed from multiple systems, sorted by type of structure and survey area, and then manually checked in advance.

After

Palantir Foundry

Documents required for onsite investigations are created using data extracted from multiple systems and integrated in a single one-page document. The process of sorting by structure type and appraisal area and checking documents in advance is automated.

Assignment of onsite investigations to insurance appraisers

Before

Investigations are assigned to insurance appraisers by people who consider factors such as level of difficulty and the most efficient routes for visiting the locations involved.

After

Palantir Foundry

The process of considering factors such as level of difficulty and the most efficient routes is automated, streamlining the process of issuing assignments to insurance appraisers.

Inspection of claim payment documents

Before

Cloud
Progress tracking
Investigative materials
Damage report
Check sheet

Person in charge inspects all items on claims documentation while verifying multiple forms, systems and damage reports.

After

Palantir Foundry
Onsite insurance appraisal materials
Damage report
Check sheet

Document inspection item data integrated. Document checks automated, with people needed only to carry out the work of inspecting and resolving any deficiencies in the damage reports.

End of Document