HITACHI

Hitachi Digital Services

Reimagining Claims: How Cognitive Claims Are Shaping the Future of Insurance

Welcome

24th July 2025

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Agenda

01 **Welcome & Opening Remarks**

02 **Setting the Scene:** Cognitive Claims & InsurTech-as-a-Service

03 **Xtract in Action**

04 **Customer Spotlight:** AXA's Claims Transformation Journey

05 **Audience Q&A**

06 **Wrap-Up & Key Takeaways**

Meet the Panellists

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Stewart Reeder

Head of Insurance, EMEA, Hitachi Digital Services

Greg Simotas

Claims Manager, AXA XL

Matt Slominski
Chief Commercial Officer, Xtract

Setting the Scene

Cognitive Claims & InsurTech-as-a-Service

Xtract in Action

Platform Overview & Demo

Xtract

Report, Reconstruct, Resolve

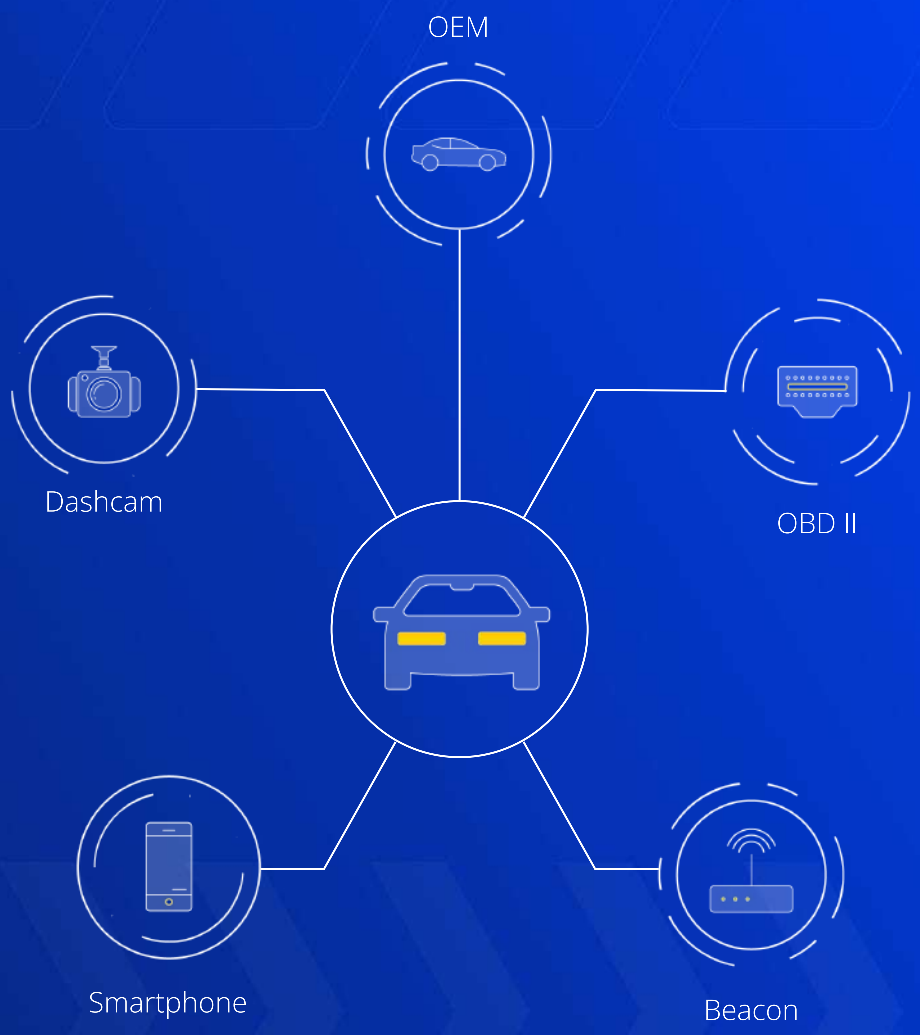
Xtract360.com

Future-proof Your Business

leading in advanced connected vehicle claims analysis.

Xtract Reconstruct transforms telematics data into actionable insights using AI for visual crash reconstructions, revolutionising claims management with unmatched efficiency and precision.

This approach saves time, streamlines processes, and ensures accurate incident analysis, enabling partners to make quick, informed decisions.



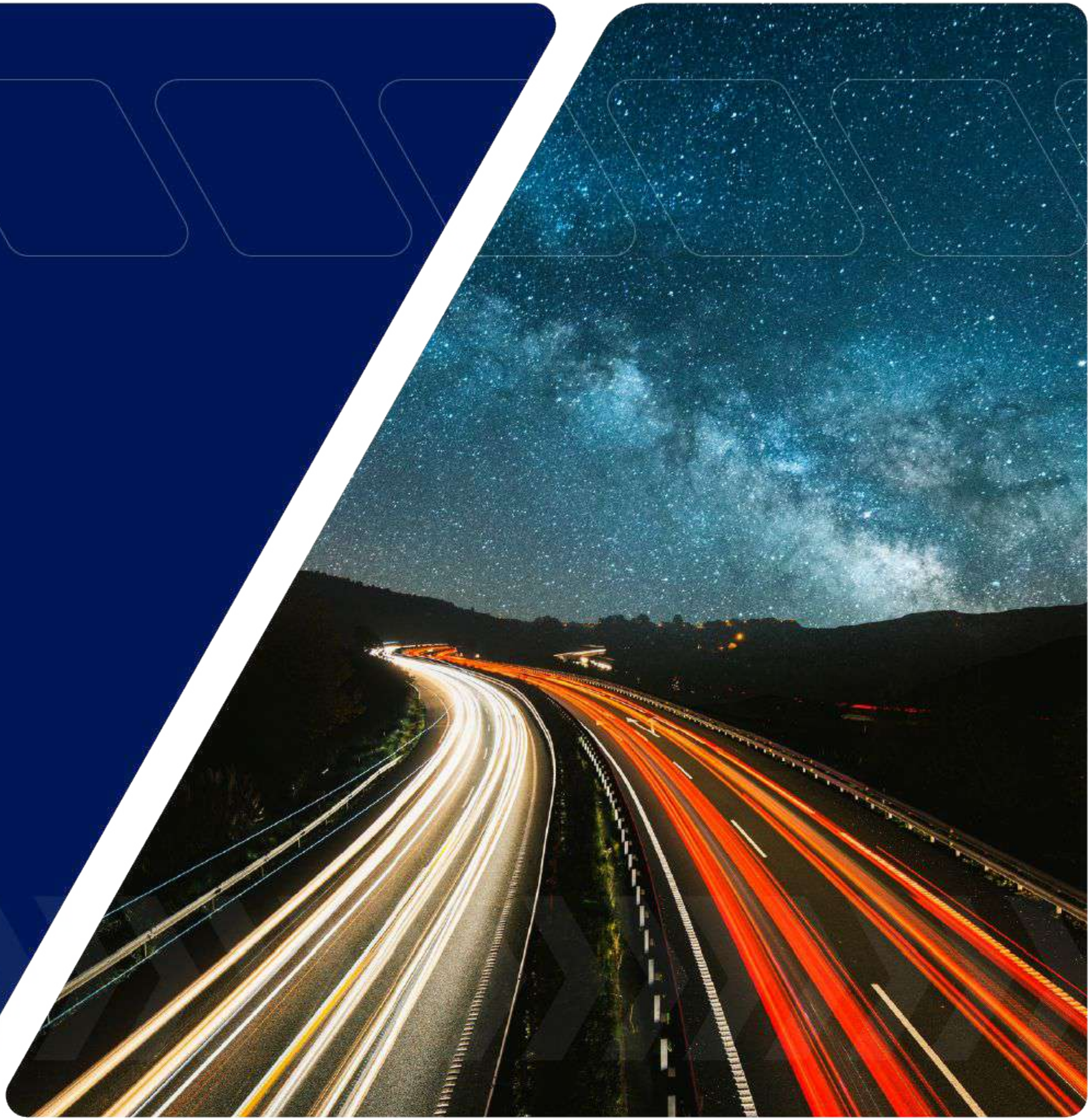
OpEx Savings

30%
Touch Points

43%
FNOL Call Times

25%
Average Claims Length

30%
Number of FNOL Calls



Xtract
RECONSTRUCT

Transform telematics data into actionable insights

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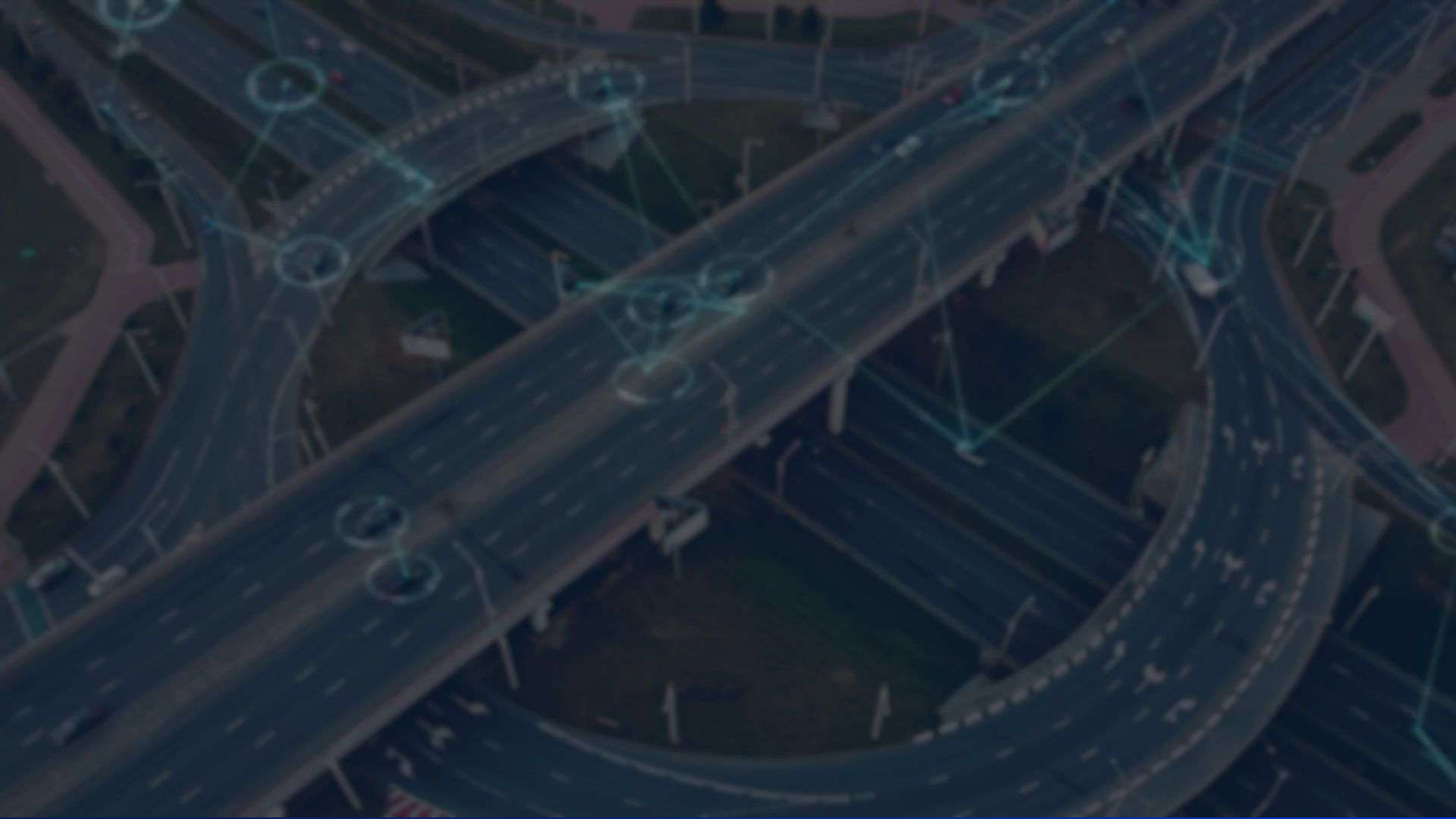

Customer Spotlight

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AXA XL's Claims Transformation Journey With Xtract

- **Who AXA XL Environment Insures:**

We cover complex, high-risk fleets, a lot of **hazmat and specialized vehicles** that carry significant exposure.

- **Previous Claims Process**

Our process was **manual, labour-intensive**, with a lot of back-and-forth and missing info, leading to **less favourable outcomes**, especially in **disputed claims**.

Customer Spotlight

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- **Impact of Xtract**

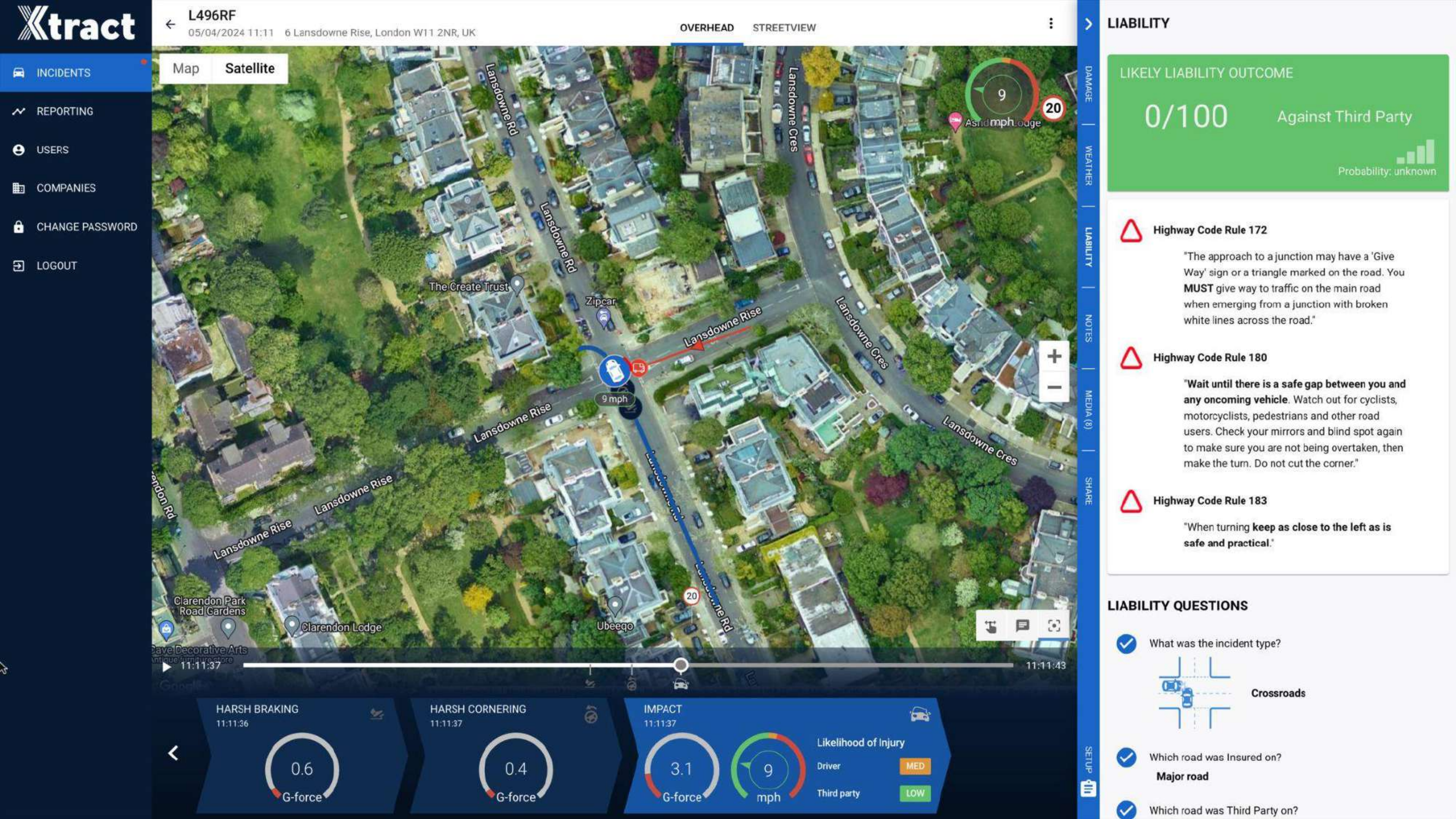
It's **streamlined** our process, improved claim outcomes, and ultimately **pays for itself**.

- **Why Speed Matters**

Now we get **instant notifications** with Xtract. In hazmat situations like a **spill**, this means we can act fast to **mitigate risk** and **protect exposure**.

- **Working with Xtract**

Xtract have been great to work with, responsive, innovative, and aligned with how we see the **future of telematics and claims**


Xtract
INCIDENTS
REPORTING
USERS
COMPANIES
CHANGE PASSWORD
LOGOUT
L496RF
05/04/2024 11:11 6 Lansdowne Rise, London W11 2NR, UK
OVERHEAD
STREETVIEW
Map
Satellite
Lansdowne Rd
Lansdowne Cres
Lansdowne Rise
The Create Trust
Zipcar
9 mph
Clarendon Park Road Gardens
Clarendon Lodge
Ubeeqo
Cave Decorative Arts
9
mph
20
11:11:37
11:11:43
HARSH BRAKING
11:11:36
0.6
G-force
HARSH CORNERING
11:11:37
0.4
G-force
IMPACT
11:11:37
3.1
G-force
9
mph
Likelihood of Injury
Driver MED
Third party LOW
DAMAGE
WEATHER
LIABILITY
NOTES
MEDIA (8)
SHARE
SETUP
LIABILITY
LIKELY LIABILITY OUTCOME
0/100
Against Third Party
Probability: unknown
Highway Code Rule 172
"The approach to a junction may have a 'Give Way' sign or a triangle marked on the road. You MUST give way to traffic on the main road when emerging from a junction with broken white lines across the road."
Highway Code Rule 180
"Wait until there is a safe gap between you and any oncoming vehicle. Watch out for cyclists, motorcyclists, pedestrians and other road users. Check your mirrors and blind spot again to make sure you are not being overtaken, then make the turn. Do not cut the corner."
Highway Code Rule 183
"When turning keep as close to the left as is safe and practical."
LIABILITY QUESTIONS
What was the incident type?
Crossroads
Which road was Insured on?
Major road
Which road was Third Party on?

Audience Q&A

Key Takeaways

Thank You