



## **Provident Insurance Announces The Expansion of It's Use of DigiLog's Advanced Validation Solution (AVS) Following a Highly Successful Six Month Pilot on Motor Theft Claims**

**20<sup>th</sup> July, 2005**

Provident Insurance supplies competitive motor insurance policies, specialising in non-comprehensive insurance and policies for women and drivers of older cars or the second car in a household. Provident distributes its policies through a large network of brokers, tailoring insurance products to the needs of their market and processing low-value transactions cost-effectively. The consequent savings can then be passed to their customers.

Gary Owen, Provident Insurance's Operations Director said:

*"We are constantly looking at ways of combating fraud in a cost effective manner. The DigiLog pilot has been a real success with results comfortably exceeding our initial expectations. Not only have we identified and defeated a significant amount of high- risk claims (over a fifth of all claims assessed by AVS), we have also been able to identify genuine claimants right at the outset, which has improved customer service through accelerated claims handling for legitimate claims from policyholders. Provident is committed to identifying and settling genuine claims as quickly as possible whilst ensuring that we do everything we can to deter and defeat the growing fraud problem. DigiLog is making a valuable contribution in helping us to achieve both of these objectives".*

DigiLog's AVS utilises Voice Risk Analysis (VRA) technology, enhanced 'cognitive' interviewing and answer analysis techniques, to swiftly and reliably identify genuine claims, ensuring that honest policyholders experience the highest standard of customer service with the fast-tracking of their claims, whilst simultaneously detecting and deterring fraudsters.

2081 claims were screened during the pilot via DigiLog's pure four-stage process. No pre-filtering method was applied. The pilot costs were recouped only 10 weeks after launch with the level of reduced claims costs achieved comfortably exceeding levels expected at the beginning of the pilot.



Advanced  
Validation  
Solutions

## **DigiLog Secures Rollout and Expansion Following Highly Successful Pilot at Provident Insurance**

**20<sup>th</sup> July, 2005**

DigiLog UK Ltd, the provider of the Advanced Validation Solution (AVS), incorporating Nemesysco Voice Risk Analysis (VRA) technology, is delighted to learn that Provident Insurance Plc has concluded a highly successful pilot of DigiLog's AVS process and is now rolling out and expanding the deployment of this world leading solution.

DigiLog's AVS combines VRA technology with enhanced 'cognitive' interviewing and answer analysis techniques. These powerful methods enable identification of genuine claims both quickly and accurately. In this way, genuine customers receive optimum customer service via fast track settlement of their claim; however fraudsters are also detected quickly, enabling the insurer to manage the specific risk issues identified and, in many cases, deny the claim on the basis of evidence.

Kerry Furber, DigiLog UK's Managing Director said:

*"Naturally, we are thrilled with Provident's results - coming so soon after Highway Insurance revealed their fantastic, ongoing success. Once again we are seeing a tremendous performance from an insurer deploying our full process, exactly as it was designed to be deployed – this time with an incredible success rate of over 20% of claims defeated. We are also glad to have made such a clear contribution to improving customer service for genuine claimants and to enhancing a variety of other business efficiencies. DigiLog looks forward to a lengthy and highly productive relationship with our partners at Provident and to continuing to play a very meaningful part in reducing the costly menace of fraud – both at home and abroad".*

*"These are tremendous times for DigiLog. We are proud of what we are achieving and relish the many stimulating challenges and exciting prospects ahead, not only within insurance but also with the wider financial services arena. We are more confident than ever that our AVS solution is on course to revolutionise the whole world of validating risk prone conversations".*