

THEFT OF A VEHICLE

AUTUMN 2017



The following is an example case study which, thanks to the implementation of Digilog's Advanced Validation Solution facilitated fast track claim closure for a genuine customer...

The insured contacted his insurance company to report the theft of his vehicle, a Mercedes Vito. He advised that he had awoken in the morning only to find that his car was missing from outside his home yet the car keys were still in his possession. No High Risk system messages were presented during the initial call to capture the customer's account which strongly indicated the claim as genuine.

A few days passed before information was received advising that the vehicle had been located hidden in a warehouse in the Netherlands. Later police investigations identified the vehicle as having been stolen by an organised gang as a further 25 vehicles were recovered from the same warehouse. This was a huge operation with all vehicles having been stolen in the region of the border between the Netherlands and Belgium.

Thanks to the use of Digilog's specialist software the insurance company were able to work swiftly with the police in order to recover the insured's car and close the case. This meant no time or expense was wasted on unwarranted further questioning or gathering of evidence and the vehicle was returned to its rightful owner at the first opportunity.

