



## Fraud Detection of Travel and Personal Accident Insurance Claims

Based in Singapore, **SOMPO Asia** is the regional HQ for its Asia Pacific entities, including Somo Insurance Singapore. The SOMPO Asia entities exclude Japan and is part of Somo Holdings headquartered in Tokyo, Japan. With more than 70 years of trusted presence in Asia, their business spreads across 14 markets with over 4,000 employees in the region. They are now the Top 10 Largest Non-Life Insurance Companies in Indonesia and Malaysia.



*"It had been a great experience working with the AISG project team. We credit the success of this fraud detection project to the team's hard work and AI expertise. The 100E programme was well organized and impeccably executed. We are grateful to AISG for the opportunity and sponsorship of this successful pilot project which has accelerated the adoption of AI within our group of companies. We look forward to our next project with them."*

*You Linguo, Technology Lead*

### BACKGROUND

- Currently, claims handlers review new daily claims manually, which is time and labour consuming
- Simple claim requests cannot be processed promptly in this manual workflow


### BUSINESS CHALLENGE

How can Somo develop a fraud detection application to automatically flag out potential suspicious cases for future investigation, and identify valid claims as candidate for straight-through claim payment

### AI SOLUTION DEPLOYED


- A machine learning solution was developed to process, identify and rank suspicious travel and personal accident claims by giving each claim a fraud score - done daily; results were then submitted for processing by human specialists
- Models are trained on a smaller, manual labelled data set that is complemented by other data sources e.g. data from internal Somo claims systems
- A pipeline was also implemented to allow retraining and updating of models when more data is available

### OUTCOMES



**100%\*** fraud detection coverage thus reduce potential leakage

\*estimates



Special Investigation Unit can prioritize and focus on high probability cases



Reduce claims handling time on low probability claims



By identifying safe-to-pay cases, Somo aims to enable **10-20%\*** of their customers receive their claim payments within minutes



Production deployment in Somo Insurance Singapore is underway