AETHEIS Technology Different

AI for Claims Handling

Intake, triage and customer communication

THE PROBLEM

Claims handlers spend their day re-keying first notices of loss, chasing missing documents and writing the same letters. Customers wait, and the backlog grows every Monday.

YOU LEAVE WITH

1. A first-notice-of-loss intake routine with completeness checks.
2. A triage rule set that routes claims by complexity.
3. Clear, empathetic customer letters, including declines explained in plain language.

LEARNING OUTCOMES

- Capture a first notice of loss with AI and check it for completeness.
- Triage claims by complexity and route them to the right handler.
- Write clear, empathetic customer communication, including declines.

DURATION
Two half-days

HANDS-ON
6h30 practice, 1h00 theory (13%)

FORMATS
In-house, scheduled around operations

GROUP SIZE
10 to 24 participants

LANGUAGE
English; French on request

TOOLS
Laptop; the AI assistant your organisation uses

ATTESTATION
Certificate of attendance

WHO SHOULD ATTEND

Claims handlers, call-centre agents and claims team leads in insurance. Co-delivered by an Aetheis AI facilitator and a claims specialist.

WHERE THIS SITS ON THE PORTOLAN ROUTE

Every AI course can feed a Portolan roadmap

1 · next	2	3	4	5	6
Session	Bearings	Route	First Crossing	Fleet	Harbour

PROGRAMME

Time	Block	Theory	Practice
Half-day 1, block 1	**Intake.** First notice of loss captured and checked	15 min	90 min
Half-day 1, block 2	**Triage.** Complexity rules and routing on your claims	15 min	105 min
Half-day 2, block 1	**Customer communication.** Updates, requests for documents, declines	15 min	90 min
Half-day 2, block 2	**Quality and rollout.** Checks, escalation rules, your 30-day plan	15 min	105 min
Total	Breaks not counted	**1h00**	**6h30**

LABS, ON YOUR OWN MATERIAL

Intake run
Ten notifications captured and checked.

Triage rules
Your claims routed by complexity.

Letters
Updates and declines in plain language.

Rollout plan
Checks, escalation and the first 30 days.

WHAT TO BRING

Ten anonymised claim notifications (motor, health or property) and your standard letters.

AFTER THE COURSE

Atlas, the AI coach on Learn N' Succeed, follows up at day 3, 7 and 30. Your work and the prompt kit stay in your space and can feed a Portolan roadmap.

LEARNING PATH

BEFORE	THIS COURSE	AFTER
FLU1 Generative AI Essentials	**CLM1 AI for Claims Handling**	CLM2 AI for Claims Assessment

FORMATS AND PRICE

Rs 36,000 · €700 · USD 800

per participant

Two half-days, excluding VAT; materials included
In-house for your team, 10 to 24 participants

Not sure where to start?

Book the Portolan 20-minute call →

aetheis.com/portolan