



HDFC ERGO LAUNCHES E2E app

Mumbai, 09 December, 2024: HDFC ERGO General Insurance Company, India's third largest non-life insurance provider in the private sector, today announced the launch of its E2E app to enable internal and external surveyors with seamless claim processing. This application helps the surveyors for physical inspection and claim computation.

HDFC ERGO's E2E Application is user-friendly and helps surveyor to process the claims.

The application is currently available for Android Users and the iOS version will be soon launched in the month of December 2024.

HOW DOES THE APP WORK?

1. This application is used for claim processing which consist below listed features and this is used by internal or external employee which is accessible using two factor authentication.
2. Once logged in to system, user will be landed to dashboard in which user can see assigned list of claims along with progress.
3. By clicking on claim, user will get the tiles of functions to process for survey in which user can view insured details, Policy Info, Previous Claim History, Upload Documents, Invoice Details, Computation Data Entry, AI Assessment, CP Loss.
4. Document Upload section categorize with tagging.
5. Uploaded Documents will be synced with GC system for further processing.
6. Once all data filled and entered by user then system allow to do final submit

About HDFC ERGO:

HDFC ERGO General Insurance Company Limited was promoted by erstwhile Housing Development Finance Corporation Ltd. (HDFC), India's premier Housing Finance Institution and ERGO International AG, the primary insurance entity of Munich Re Group. Consequent to the implementation of the Scheme of Amalgamation of HDFC with and into HDFC Bank Limited (Bank), one of India's leading private sector bank, the Company has become a subsidiary of the Bank. HDFC ERO is one of India's leading non-life insurance company in the private sector. A digital-first company, transforming into an AI-first company, HDFC ERGO is a leader in implementing technology to offer customers the best-in-class service experience.

The company has created a stream of innovative & new products as well as services using technologies like Artificial Intelligence (AI), Machine Learning (ML), Natural Processing Language (NLP), and Robotics. HDFC ERGO offers a range of general insurance products and has a completely digital sales process with ~94% of retail policies issued digitally. HDFC ERGO's technology platform has empowered the customers to avail 75% of the services digitally on a 24x7 basis with ~17% of the customer requests serviced by Artificial Intelligence-based tools.

The Company has one of the best claims payout ratios in the General Insurance industry. The Company offers a complete range of General Insurance products including Health, Motor, Home, Agriculture, Travel, Credit, Cyber and Personal Accident in the retail space along with Property, Marine, Engineering, Marine Cargo, Group Health and Liability Insurance in the corporate space. Be it unique insurance products, integrated customer service models, top-in-class claim processes or a



host of technologically innovative solutions, HDFC ERGO has been able to delight its customers at every touch-point and milestone to ensure consumers are serviced in real-time.

Please log on to www.hdfcergo.com or stay connected on the following social media handles to get more information on HDFC ERGO and the products and services offered by the company.

Facebook: <https://www.facebook.com/hdfcergo>

Twitter: <https://twitter.com/hdfcergo>

LinkedIn: <https://www.linkedin.com/company/hdfcergo>

YouTube: <https://youtube.com/c/hdfcergo>

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