



# Guidewire Live Analytics

## Guidewire Claim Canvas: Peril Layers

### DATA SHEET

### Improve Catastrophe Response

Catastrophe managers are committed to being productive, working quickly and diligently to get policyholders back on their feet while getting their claims files closed. Because an insurer's reputation is on the line during a catastrophe, speed of response can be a competitive differentiator. Triaging is the most important skill for catastrophe managers when responding to an event. To be successful, they need fast and accurate data.

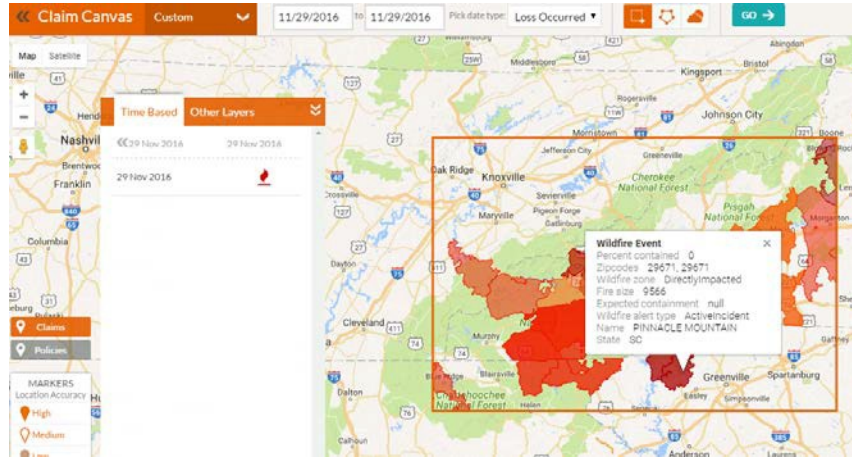
Common challenges include:

- **One view of the data:** When responding to a peril, adjusters frequently toggle between a website showing severe weather and their claims or policy system to infer how their customers will be or have been impacted.
- **Searching for peril data after an event:** After a peril has passed and all of the claims are filed, adjusters want to review the damaged area with their claim locations to report by severity, manage vendors, and track performance. However, most data sources show only the current day's view of weather.
- **Fraud reduction:** Adjusters need to identify possibly miscategorized claims to maximize reinsurance recovery efforts as well as reduce potential fraud.

Guidewire Live Analytics™ and Guidewire Claim Canvas™ enable claims management and catastrophe response teams to geo-visualize claims and policy locations in the context of other internal and external data. Designed for business users, Claim Canvas provides the insights needed to make better decisions quickly. Claim Canvas offers a complete suite of data and visualizations for the most frequent and most severe perils facing insurers: **hail, wind, tornado, lightning, and wildfire**. Catastrophe managers can now anticipate, confirm, and prioritize claims based on peril, geography, and intensity.

### Transform Your Catastrophe Management

- Proactively reach out to policyholders impacted by catastrophes.
- Temporarily suspend underwriting in devastated areas.
- Geo-visualize claims and peril severity for better vendor management.
- Overlay peril and policy data to set up a field command to better respond to a disaster.
- Overlay peril and policy data as well as financial details from similar historical perils to better estimate and report on IBNR to upper management.
- Identify possibly miscategorized claims to maximize reinsurance recovery efforts.
- Identify potentially fraudulent peril claims.



Interactive visualization of Gatlinburg wildfire with new peril layer

## Peril Layers at a Glance

The new Guidewire Live Analytics map-based peril layers in Claim Canvas provide a catastrophe manager with a suite of searchable and interactive layers for the most common and severe perils for insurers (see table below). Each layer is represented by a different color, and the varying intensity of a peril is not only denoted by opacity (heatmap style) but can also be viewed by clicking the layer.

Peril Layer	Description
<b>Hail</b>	Geovisual representation of hail events in the U.S. and Canada with hailstone size at least 0.75" in diameter. Greater intensity is represented by darker shading of the heatmap. Clicking a layer returns the maximum hailstone size recorded for that location.
<b>Wind</b>	Geovisual representation of wind events in the U.S. with recorded wind speed of at least 50 miles/hr. Greater intensity is represented by darker shading of the heatmap. Clicking a layer returns the maximum wind speed recorded for that location.
<b>Tornado</b>	Geovisual representation of tornados in the U.S. Greater intensity is represented by darker shading of the heatmap. Clicking a layer returns EF scale, number of injuries, and number of fatalities.
<b>Lightning</b>	Geovisual representation of lightning strikes in the U.S. and Canada. Clicking a location returns the time stamp of the lightning strike.
<b>Wildfire</b>	Geo-visual representation of wildfires in the U.S. and Canada. Greater intensity is represented by darker shading of the heatmap. Clicking a location returns the following data: percentage contained, ZIP codes impacted, wildfire zone, fire size, expected containment, wildfire alert type, name, and state.

Catastrophe managers now have a one-stop shop to review and triage their claims. Key features include:

- **Pre-integration with Guidewire ClaimCenter™:** Claims data is updated and geocoded automatically and can be overlaid with any of the five peril layers.
- **Historic and searchable:** The peril severity maps cover the entire United States and most of Canada and are stored on a daily basis to enable historic searches.
- **Interactive:** The filter capabilities of Claim Canvas enable users to focus their efforts on only the relevant claims (for example, only those hail claims with homeowners policy losses greater than \$10,000). In addition, both the claims pins and the peril layers are clickable, exposing the underlying claim or peril severity details.

# Empower Catastrophe Managers to Make Better, Faster Decisions

## Proactively respond to an event

Catastrophe managers usually know how much time they have before a major storm slams a particular area. The prep work they do in the hours leading up to the event can frequently bend the cost curve of catastrophic damage.

**Example:** When a wildfire is moving toward a populated area with a significant number of policyholders, catastrophe managers can use the peril layers to monitor the path of the fire, warn policyholders, and recommend the best evacuation routes. In addition, the fire layer not only indicates what percentage of the fire is contained, but also shows the affected ZIP codes so that managers can order underwriting halts in the impacted area and know when to lift them.

## Triage

When a large event strikes, there are rarely enough resources to manage the claims. Efficiently and effectively managing field adjusters and vendors is paramount.

**Example:** Hail storms are a common occurrence in the summer months, especially in the southern and central plains states. But a 3" hail stone does a lot more damage than a 1" one—basically the difference between a minor patch job and requiring a new roof. An adjuster can use the peril layers to carry out the following triage strategy:

1. Isolate the hail claims.
2. Identify which of them were the hardest hit.
3. Direct vendors and adjusters to those locations first.
4. Leave the mildly damaged locations for later evaluation.

## Identify miscategorized or fraudulent claims

Catastrophes are very expensive events for insurance companies, and they are only made worse by mismanaged reinsurance or fraud.

**Example:** Catastrophe managers can use the peril layers to verify suspicious claims. Overlaying claim location and loss cause with the peril layers provides a quick visual cue that verifies whether a reported hail claim was actually in the hail band or whether the wind was blowing strongly enough for the reported damage of a wind claim. These mismatches can be tagged for further review or possibly sent to the SIU department. Additionally, the peril layers can be used to quickly identify claims that fit the profile of a catastrophic event (same location, same dates, same loss cause) but for some reason were not tagged as part of a catastrophe. Correctly categorizing these claims helps maximize recovery from reinsurance treaties and reduce the financial impact of these storms.

## About Guidewire

Guidewire delivers the software that Property and Casualty (P&C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core operations, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 300 P&C insurers around the world have selected Guidewire. For more information, please visit [www.guidewire.com](http://www.guidewire.com) and follow us on twitter: @Guidewire\_PandC.