Discover Mitchell's New Consumer Self-Service Solutions

A Mobile Consumer Experience

As we close out 2016, Mitchell is unveiling an intelligent, intuitive, and invaluable consumer self-service insurance solution.

As the vehicle insurance claim industry shifts away from the traditional staff-estimating model to more streamlined channels, we will offer new opportunities to enhance the customer experience–including innovative, mobile solutions.

- **Mobile First Notice of Loss (also known as mFNOL):** mFNOL is designed to replace the consumer's interaction with a Call Center or FNOL Representative by reaching the same conclusions directly from a mobile device or computer. A Claimant or Vehicle Owner can report their facts of loss, view carrier-defined outcomes such as liability, coverage, or if an adjuster appointment is required (all are optional and configurable) and select an available method of inspection. mFNOL is web-based and includes a responsive user that may be rebranded per the carrier's request.

- **Integrated First Notice of Loss (also known as iFNOL):** Integrated FNOL powers Mitchell's Mobile FNOL solution. This tool also empowers carriers to set up and configure their own FNOL workflow, which can be displayed to the FNOL Representative based in the call center or to the consumer into an existing carrier app, and is directly integrated into the claims process.

- **Photo Based Estimating:** Available within WorkCenter, this workflow triages claims to identify photo-estimating candidates, automates consumer notification, and streamlines the routing of estimates to appropriate resources. Since it resides within the WorkCenter integrated solution suite, carriers will also be able to seamlessly switch between inspection methods as needed, with minimal impact on their customers and staff. To receive vehicle damage photos from the consumer, carriers can elect to use Mitchell's Guided Photo Capture application or build their own consumer-facing interface.

- **Shop selection solutions:** Thanks to the FNOL solution, customers can identify a repair shop connected with the carrier's program–first, to write their estimate, and ultimately, to have their vehicle repaired. Functionality is also available as a web service to embed directly into the carrier's website, or Claims Management Service.