



INSURANCE CARRIERS CAN REDUCE CLAIMS LEAKAGE

ACCURATELY IDENTIFYING JURISDICTION CAN INCREASE
EFFICIENCIES BY 14.6%

A CASE STUDY BY ONECLICK





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GOALS

Can OneClick Code reduce claims leakage? A major P&C carrier asked OneClick to analyze claims leakage for 453 residential property claims after a hailstorm to answer this question.

ABOUT ONECLICK CODE

OneClick Code accurately identifies a property's jurisdiction and assigns the correct roofing building codes and sales tax to the property.

THE FACTS



A hail storm hits a
Midwestern
metropolitan area



453 properties filed
full roof replacement
claims



A major US Carrier paid for
Ice & Water Shield and Drip
Edge for all properties

- The insurance carrier provided OneClick with a sample set of 453 closed HO policy claims, where the carrier paid to replace the roof in full
- The claims were spread throughout the city and county where residential neighborhoods expanded past the city limits into the unincorporated parts of the county
- The local insurance branch office opted to assigned all properties to the city's jurisdiction. The city requires ice and water shield as well as drip edge on roof replacement claims. The county does not





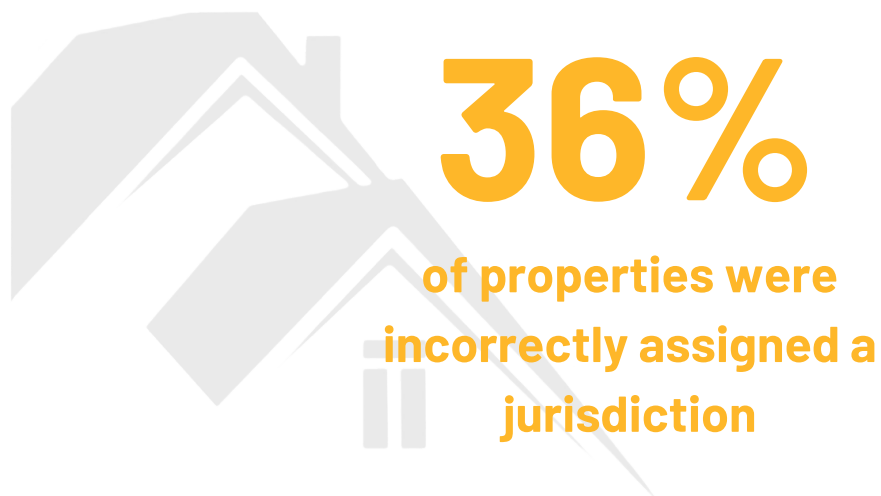
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THE RESULTS

OneClick Code found that 36% of the properties sampled (165 of the 453 properties) were incorrectly identified as being within the city's jurisdiction. These 165 properties were in fact located in an unincorporated part of the county and were governed by the county and their adopted building codes.



The insurance carrier could have verifiably reduced claim leakage for material and labor costs on the 165 properties that were affected by the 2020 hail storm.

Correctly identifying the jurisdiction would have allowed for accurate roofing codes and sales tax, which would increase carrier efficiencies by 14.6% in this sample set.





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METHODOLOGY

OneClick Code used its patent-pending technology and nationwide database to automatically assign the correct jurisdiction to each of the properties.

As a result, OneClick found that while the city roofing codes required an ice and water shield as well as drip edge, the 165 properties that were governed by county codes required neither ice and water shield nor drip edge. In addition, the county's sales tax rate was 2% lower than the city's sales tax rate.

OneClick found that 3.5% of the total claim cost was attributed to drip edge and 10.5% was attributed to ice and water shield. Combined with the sales tax difference (0.6% of the total claim), the inaccuracy in claims payment for those 165 properties averaged 14.6% per property. That's an average of 5.3% across all properties in the sample set.



**14.6% in
claims
leakage**

CONCLUSION

Identifying the correct jurisdiction is one of the many issues that can have a major impact on an insurer's book of business. Other areas that can impact claims costs include adjuster time inefficiencies and decreased reserve accuracy based on incorrect data when estimating for a claim. OneClick Code can help determine and correct all of these at the time of claim and underwriting.

