



B.O.S.S. ClaimsAssist

**White-glove support
designed for P&C
insurance carriers.**

Make claims intake easier, reduce administrative workload, and give your claims team more time to focus on resolving losses with B.O.S.S. ClaimsAssist. Our U.S.-based insurance professionals work directly in your systems to handle First Notice of Loss, collect and organize claim documentation, provide approved status updates, and manage routine claim information changes.

Claims Intake & Support

Keep claims moving from the first report of loss. Our team handles routine intake and administrative tasks so your claims professionals can spend more time on investigation, evaluation, and resolution.

- **Taking First Notice of Loss (FNOL) through inbound calls and transactions**
- **Gathering loss information according to your procedures**
- **Collecting photos, estimates, invoices, and receipts**
- **Uploading claim documents directly into your system**



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- ✓ Faster, more consistent claims intake
 - ✓ Complete and organized claim documentation
 - ✓ Less administrative work for adjusters and claims staff
 - ✓ Claims information captured accurately and consistently

Claims Customer Service

Provide responsive service for routine claim inquiries without pulling claims professionals away from higher-value work.

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- **Providing approved claim status updates**
- **Responding to inbound policyholder claim inquiries**
- **Updating claim contact information**
- **Recording service activity and changes in your system**

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- ✓ More responsive policyholder service
 - ✓ Fewer routine interruptions for claims staff
 - ✓ Consistent communication aligned with your procedures
 - ✓ Accurate, up-to-date claim contact information

Document Collection & Processing

Keep claim files complete and current by having a dedicated team manage the administrative work associated with incoming documentation.



- **Collecting photos, estimates, invoices, receipts, and other requested documents**
- **Reviewing submissions for required information**
- **Uploading claim documents into your system**
- **Organizing documentation within the claim record**

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- ✓ More complete claim files
 - ✓ Faster access to supporting documentation
 - ✓ Less time spent on scanning, uploading, and organizing
 - ✓ Consistent document handling and quality checks

Why B.O.S.S.?

We're not just a service provider - we're a claims support partner. Our U.S.-based team provides experienced administrative support within your existing systems and processes.

- **100% U.S.-based, bonded, and certified in P&C insurance**
- **Experienced in supporting P&C insurance processes**
- **Transparent, audit-ready tracking and SLA reporting**
- **No time zone delays, no language barriers, no training ramp-up**
- **Flexible - we work within your existing claims systems**
- **Scalable support that helps reduce administrative workload without adding staff**

B.O.S.S. helps carriers handle the work behind every claim with consistent processes, experienced support, and the flexibility to scale when claim volumes increase.



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