

PropertyExpert Case Study – AiCheck

PropertyExpert is a technology and services company focused on combining artificial and human intelligence to drive accuracy and efficiency in the property claims & real estate market sectors with the mission to protect property from damage worldwide and ensure seamless & fair recovery.

PropertyExpert is the trusted partner for over 100 P&C insurance companies and operates across three continents. In 2024 alone, the company processed over 1M property claims. Today, the product portfolio is centered around the claims space with ongoing product development focused on earlier stages in the property lifecycle, specifically around risk identification and mitigation. The following case study focuses on one P&C insurance carrier client of PropertyExpert and their experience with AiCheck.

Carriers Former Process

The featured client is **one of the five largest insurance carriers in Germany**, with global operations spanning **multiple international markets**. The carrier has been a PropertyExpert customer for over ten years.

Historically, property damage estimates and invoices were reviewed manually by internal claims adjusters. However, the claims adjuster team had varying degrees of domain-specific damage repair knowledge (as their focus was investigation, coverage, service, etc.) so the effectiveness of managing repair accuracy varied across the team. There was no standardized tool to track or report on errors, overpayments or savings at either the claim or team level. The overall sentiment from management was, the Carrier was overpaying for property damage claims but there was no effective method to manage this.

AiCheck Implementation, Impact & Results

The initial rollout of AiCheck was manual. It was a tool for the claims adjuster and when they had a property damage claim exceeding 1,000 EUR, they uploaded it via portal to AiCheck. The impact of the product was immediate and significant. That said, because it was a manual step & choice assignment compliance was never 100%. In 2023, the carrier implemented full system integration with AiCheck via standard APIs, embedding the product directly into their claims workflow.

Once an estimate or invoice is received, it's automatically passed to AiCheck. The tool digitizes and analyses the documents proprietary AI modules to assess both cost accuracy and methodology.

- Claims deemed accurate are returned and processed automatically, **with straight-through processing (STP) completed in under 30 seconds**.
- Claims flagged for inconsistencies are passed to a PropertyExpert craftsman, who uses the AiCheck application **(with AI assistants) to conduct a manual review**. In many cases, the craftsman contacts the third-party trade to resolve discrepancies and agree on adjustments.

Once the review is completed, a **detailed report** is sent back to the carrier and integrated into their payment platform. If coverage is already approved, payment can be processed automatically to the policyholder or third-party vendor.

In 2024 the carrier achieved:

- **15% reduction in property claims cost** (vs the original invoice amount)
- **32% of claims processed STP**
- **Average handling time of 14.4 business hours**
- Full transparency via AiCheck's performance reporting dashboard

These outcomes reflect the success of combining AI and expert human validation in delivering speed, consistency and measurable value.