

April 4, 2018

～Introduction of fraud detective solution for insurance～

Sophistication of Insurance Claims Settlement Process Utilizing Technology of AI

Mitsui Sumitomo Insurance Co., Ltd. (President: Noriyuki Hara, “MSI”) and Aioi Nissay Dowa Insurance Co., Ltd. (President: Yasuzo Kanasugi, “ADI”), which are subsidiaries of MS&AD Insurance Group Holdings Inc. (President & CEO: Yasuyoshi Karasawa) have jointly agreed to install “FORCE™”, which is a software that automates fraud detection processes using artificial intelligence (AI). The software is developed by Shift Technology SAS (CEO: Jeremy Jawish, “Shift Technology”), a start-up company in France. The “FORCE™” enables us to detect and prevent opportunistic fraud throughout claims process effectively and efficiently by analyzing a vast volume of past insurance claims payment data through AI technology. This software helps to reduce fraud-related losses which have been a serious issue and to enhance the claims settlement process. We will maintain a sound and reliable non-life insurance system and make an effort to ensure proper insurance claims payments.

1. Overview of “FORCE™”

(1) Commencement of operation

Implementation will be conducted in phases after April, 2019 in time with development of joint claims services system

(2) Feature functions and expected benefit

Based on critical analysis of historical data of insurance claims payments by AI, the software can assign risk score which has strong correlation with fraudulent claims in real-time and detect high-risk claims. In addition, it has a function to visualize the hidden network of the insurance claimant and related parties which alerts suspected claims to uncover potential fraud effectively and on the other hand to deliver insurance claims payment as quickly as possible.

(3) System Implementation

NEC Corporation (President: Takashi Niino) supports initial installment of the software and MS&AD Systems Co., Ltd (President: Kenji Yamauchi) manages this project of the installation. Additionally, “NEC the WISE” which is a state-of-the-art AI technology provided by NEC is planned to be utilized for streamlining business process.

2. Background of the introduction

In the US, Europe and Asia, there has been a serious problem when the number of fraudulent claims has been increasing as well as the amount of the losses. Besides, in Japan, organized and complicated fraud schemes have been increasing and evolving. In the circumstances, MSI and ADI decided to install the “FORCE TM”, a cutting-edge digital technology by leveraging AI, which Shift Technology developed to maintain a stable and reliable non-life insurance system for advancing claims settlement process.

< Reference > About Shift Technology

Shift Technology SAS is a start-up company which was established in France in 2014. The company participated in an accelerator program “FinTech Business Camp Tokyo”, which was organized by Tokyo Metropolitan Government in order to transfer cutting-edge technology and know-how from overseas to Japanese companies, and Shift technology established a Japan subsidiary in Tokyo in January 2018. “FORCE TM” which is developed by Shift Technology has been adopted in more than 50 insurance companies and insurance associations in over 17 countries worldwide. MSI and ADI will be the first clients for this service in Japan.

MS&AD Insurance Group Holdings, Inc.

MS&AD Insurance Group Holdings, Inc. is a leading global insurance organization, engaging in the management of its group companies which are Mitsui Sumitomo Insurance Co., Ltd., Aioi Nissay Dowa Insurance Co., Ltd. and others. Our mission is to contribute to the development of a vibrant society and help secure a sound future for the world. MS&AD Insurance Group enables safety and peace of mind through the world-leading insurance and financial services business to customers in 47 countries and jurisdictions. For a sustainable and resilient society, MS&AD Insurance Group commits to build on creating shared value with stakeholders.

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