

Smarter Service Lower Costs Happier Customers

With AI agents built for insurance

Welcome to the age of Agentic AI, where intelligent, autonomous agents handle admin policy servicing, claims and queries, so your people can focus on high-value tasks, like complex cases and driving new policy sales. Through our SaaS platform, InHub, organisations can rapidly integrate a suite of AI agents built for insurance.

INHUB
AI AGENTS
ENGAGE
ACROSS



CHAT



VOICE



WHATSAPP

HOW AGENTIC AI DELIVERS ROI

Using InHub with Agentic AI integrations, insurers can:

1. Personalise every customer interaction to boost loyalty and retention.
2. Speed up FNOL, quote & bind and document handling – no more long waits.
3. Cut operational costs by 20–30% through automated, always-on customer service, which reduces headcount and delivers faster.
4. Connect with customers in their preferred channels, when they want, how they want.
5. Take smarter decisions and make fewer errors thanks to real-time data analysis.
6. Gain a **competitive advantage** while improving overall operational efficiency.

USE CASE: IMPROVE CUSTOMER EXPERIENCE

With our AI strategy, customer experience is enhanced by:



Instant responses to queries about quotes, policies and claims.



24/7 omnichannel service (e.g., portals, chat, WhatsApp, voice, email).



Personalised guidance based on individual requirements.



Shorter wait times and frictionless onboarding.



Automation of FNOL, quote and bind processes, and document collection and validation.

THE STRATEGIC ADVANTAGE

AI agents are a strategic differentiator in insurance by enabling hyper-personalised, scalable journeys that increase retention and conversion.



CHALLENGE	AI AGENT ADVANTAGE
Distribution and servicing costs make up 60% of operating expenses for P&C carriers.	Cost-to-serve is cut by 20–30% using AI agents.
<p>70% of under 40s want digital-first insurance journeys that prioritise:</p> <ul style="list-style-type: none"> ➤ Instant availability ➤ Self-service / autonomy ➤ WhatsApp <p>77% prefer messaging (WhatsApp > email/calls)</p>	AI agents create instant availability , with 24/7 omnichannel service across web, WhatsApp, and voice.
<p>76% of consumers (McKinsey) are more likely to purchase from companies that personalise their experience.</p> <p>Personalisation in the insurance market is growing at a CAGR of 14.75%.</p> <p>Hyper-personalisation drives up to 2x customer retention.</p>	<p>There is no hyper-personalisation without AI agents. AI agents are the enablers.</p> <p>Strategic differentiation through personalised, scalable journeys that boost retention and conversion.</p> <p>The hyper-personalisation market more broadly is a \$74.8B opportunity by 2033 – don't get left behind.</p>

HOW IT WORKS

Our native InHub AI agents are deeply integrated into the platform, allowing for:

1. Seamless orchestration
2. Unified data flows
3. Fast deployment across your digital channels

InHub's AI agents are optimised for insurance use cases, but the open, modular platform enables clients to integrate other solutions as needed to create an ecosystem. As middle layer technology, InHub also enables **frictionless integration with legacy systems**.



Time to act. Without AI agents, insurers fall behind. **With us, you lead.**

Book your demo today and discover what Agentic AI can do for your business.

Contact us



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