



Need a more flexible claims solution?

The image displays the Wilbur software interface, divided into a desktop dashboard and a mobile app view.

Desktop Dashboard: Analytics and Reporting

- Policy Type Breakdown:** A donut chart showing the distribution of claims across various policy types. The categories include: COM, Home & Contents, PC, Commercial Property, Motor, Buildings, Buildings, Support, OK New Policy..., and OK New Policy...
- Average Cost Per Loss Code:** A bar chart comparing the average cost per loss code for 'Excl. Mgmt Fee' (light green) and 'Incl. Mgmt Fee' (dark green). The categories on the x-axis are New/loss..., Earthquake..., Accidents..., Fire, and Accidents.
- No. of Claims by Loss Code:** A bar chart showing the number of claims for different loss codes: Fire, Fire, Theft, Theft, Motor, Impact, Rental, and Theft.
- Claims Allocated vs Closed:** A summary showing 8 total claims. A red box highlights the status for Sep 15, 2020: Allocated: 6, Closed: 1.

Mobile App View: A video recording interface for a claim. The video shows an interior property with damage. The app overlay includes a microphone icon, a camera icon, and a red 'STOP' button. A text overlay reads: "Interior Property Damage. Record video and take pictures of all items or furniture that were damaged." Navigation buttons for 'PREV' and 'NEXT' are also visible.

Your business is unique. Your claims solution should be too.

Wilbur's award-winning software-as-a-service (SaaS) platform streamlines the insurance claims process by providing greater flexibility, scalability and speed - so you can easily track progress from initial notification to final resolution.

Get to market faster.

Rapid onboarding and low-touch implementation gets you up and running with your own unique configuration in weeks instead of months.

Flexible pricing models.

Minimise the strain of up-front costs and the fear of getting tied into long term commitments, with multiple pricing options to suit your business.

Meet customer needs in real-time.

With anytime feedback, automated notifications and personal portal access, your customers have complete visibility at every claim stage.

Expert guidance and support.

It's not just about the tech. Our team of seasoned claim experts are ready to guide you through onboarding, deployment and workflow optimisation to maximise your ROI.

Easier compliance.

Stay compliant with real-time dashboards & reporting, automated task management and complaints management – all configurable to your specific regulatory needs.

Scale your supply chain fast.

Get up and running with our vetted, high-performing supplier network in as little as a few hours to meet increased claims demand during surge events.



Everything you need in one easy SaaS platform.

Keep all people, tasks and assignments connected in one place for every claim, ensuring a better customer experience and faster claim resolution.



Complete integration capability.

Easily integrate to your core policy, claim and back-office systems, with complete API coverage of all functionality. Achieve workflow automation and task automation by integrating with third-party applications.



Business intelligence & analytics.

Real-time dashboards and reporting provide contextual insights and intelligence around performance, KPIs and compliance at a team and individual level. Get full access to your data to export to your data warehouse.



Cloud-based SaaS solution configurable to most lines of business



Low cost of ownership – no maintenance or expensive upgrades



Portal access for every stakeholder - any device, any time



Robust security with ISO 27001 certification



Dynamic configuration options for data fields



Easily scalable to manage fluctuating claim volume

Item name	Qty	Cost/UOM	Cost	Actions
Bedroom 1 3 Items				
Painting				
W - Paint door surrounds - inc panels, architraves, skins, stops	10	\$50.00 / hr	\$500.00	
W - Paint wall - external strip boards - inc skims - minor preparation required	10	\$50.00 / hr	\$500.00	
W - wallpaper - mid range - includes removal and surface prep	10	\$50.00 / hr	\$500.00	
Dining 3 Items				
Painting				
W - Paint door surrounds - inc panels, architraves, skins, stops	10	\$50.00 / hr	\$500.00	
W - Paint wall - external strip boards - inc skims - minor preparation required	10	\$50.00 / hr	\$500.00	
W - wallpaper - mid range - includes removal and surface prep	10	\$50.00 / hr	\$500.00	
Lounges 3 Items				

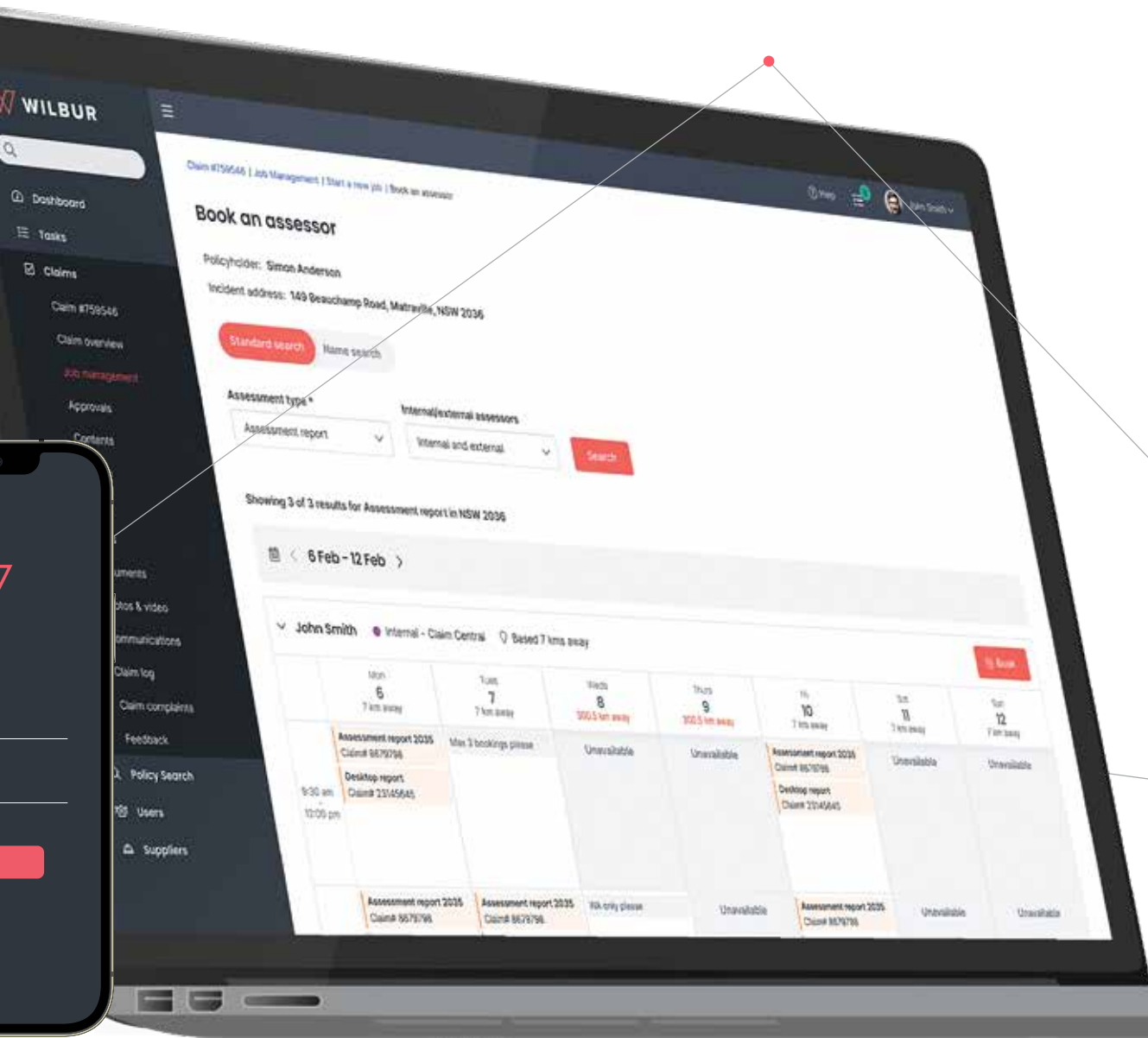
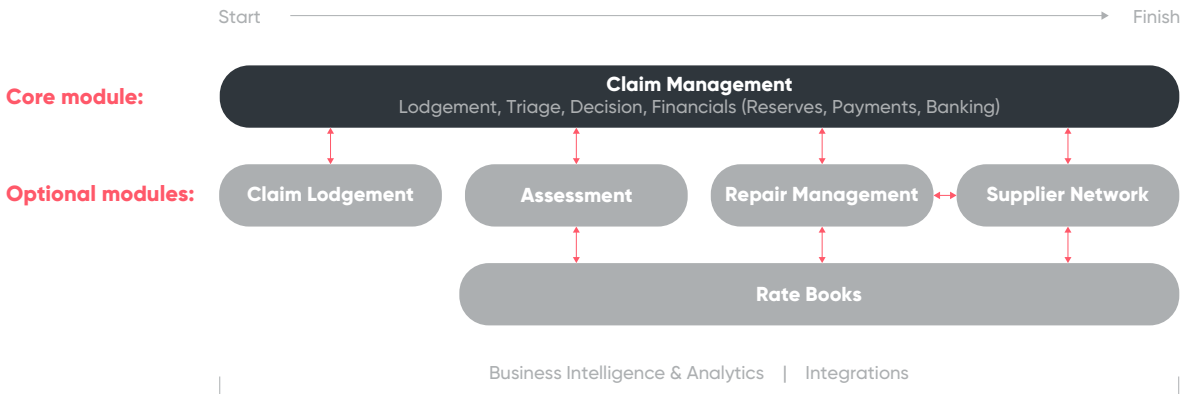
Username

Password

SUBMIT

Manage *your* claims, *your* way.

Create your own claim workflows from first notification through to completion with Wilbur's suite of configurable modules.



CORE MODULE

CLAIM MANAGEMENT

Manage your claims smarter, all in one place.

Take control of your claims and keep every stakeholder engaged and informed, with Wilbur's core Claim Management module.

- Dashboards including task lists, risks and performance reports
- Policy searches through customised API integration
- Automated workflow and task management for all parties
- Automation of manual tasks to increase efficiency
- Triage via mobile devices with live video streaming and guided self-service
- Financials tracking including claim reserves, invoices and excess payments
- Document management including photos, reports and other documents
- Collaboration tools including automated email & SMS notifications
- Detailed claim notes and centralised record of communications
- Anytime feedback, complaints management, 360 degree feedback and NPS

OPTIONAL MODULES

CLAIM LODGEMENT

Simple claim lodgement for policyholders from any device.

- Customisable branding, workflows and reporting
- Document upload and management
- Automated policyholder notifications
- API integration to your websites and apps

ASSESSMENT

Assign assessments & inspections with ease.

- Resource management via calendar bookings
- Customisable assessment report templates and fields
- Live video streaming direct from onsite inspectors to the portal
- Notes for internal & external assessors, reports, specialist reports, electrical, structural

REPAIR MANAGEMENT

Assign and coordinate repairs with total control.

- Send job assignments for tender and allocation, to our supplier network or your own panel
- Ensure the right sequence of tasks to increase efficiency and reduce cycle times
- Anytime feedback throughout the repair process gives your customers a voice

SUPPLIER NETWORK

A high performing supplier network at your fingertips.

- Plug 'n' play access to Wilbur's high performing, scalable supplier network
- Supplier onboarding, vetting, compliance & credentialing
- Ratings and performance management
- Payments and contracts

RATE BOOKS

Ensure standardised, consistent costs across any claim.

- Multiple rate books for labour and materials across your business
- Customise rates for specific trading areas, CAT events and more
- Save time by creating recurring bundles (eg. kitchen cabinets, plumbing, electrical, tiling)
- Use throughout the claim from initial scope to contracts and variations

Big results without the big price tag.

With 20+ years of on-the-ground experience, we know first hand that insurance claims can be hard – and that’s why insurers, TPAs, brokers and insurance builders trust Wilbur to deliver better claim outcomes at scale.

\$2.9b

Indemnity & repair spend-through

410k

Claims managed globally

330+

Catastrophe events managed globally

As of March 2023 for AU, NZ and USA clients.



WINNER
Best Insurtech Product/Platform
2020 FinTech Awards



FINALIST
Best Insurtech Innovation
2021 Finder Awards



FINALIST
Insurtech of the Year
2021 ANZIIF Awards



FINALIST
Best B2B Innovation
2021 Finder Awards



To learn more about Wilbur’s flexible claims platform, contact us at:



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