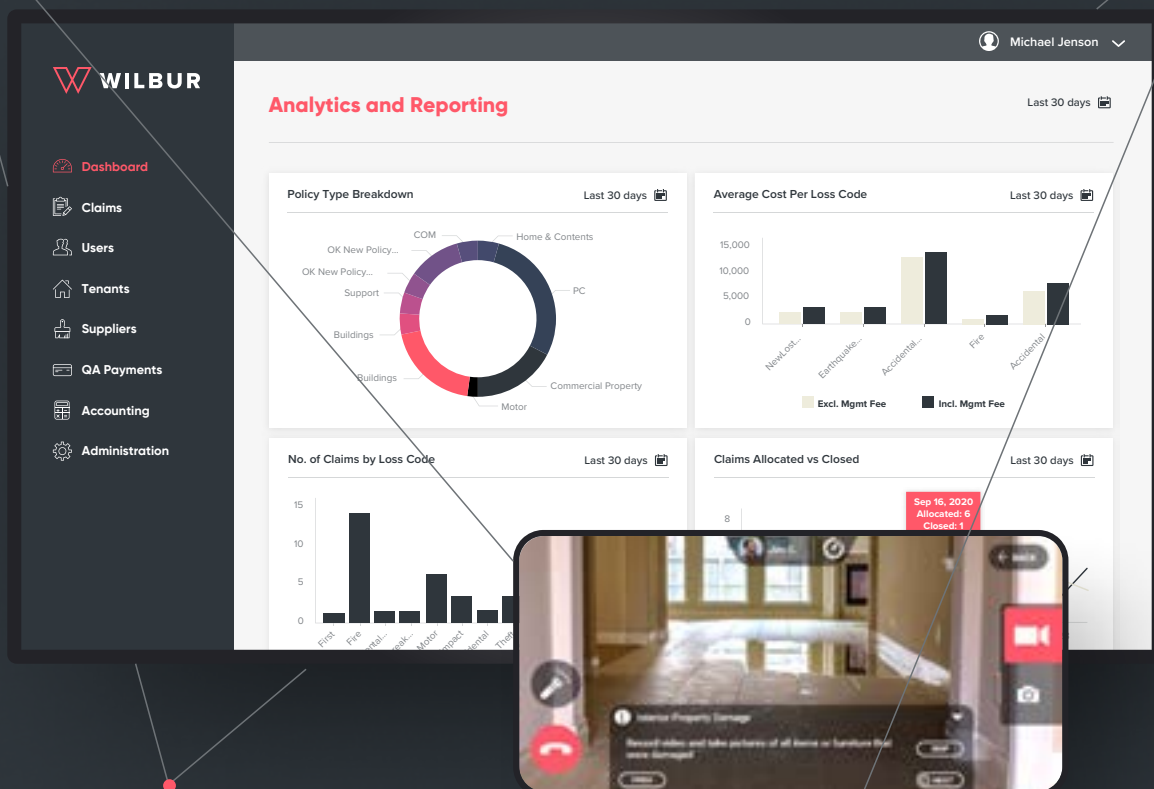




AI & Compliance Driven Claims Management



Everything you need in one 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.



Artificial intelligence & analytics.

Wilbur AI delivers intelligent tools like email drafting, sentiment analysis, claim summaries, and photo descriptions. Real-time dashboards turn data into actionable insights on performance, KPIs, and compliance - driving smarter decisions.



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



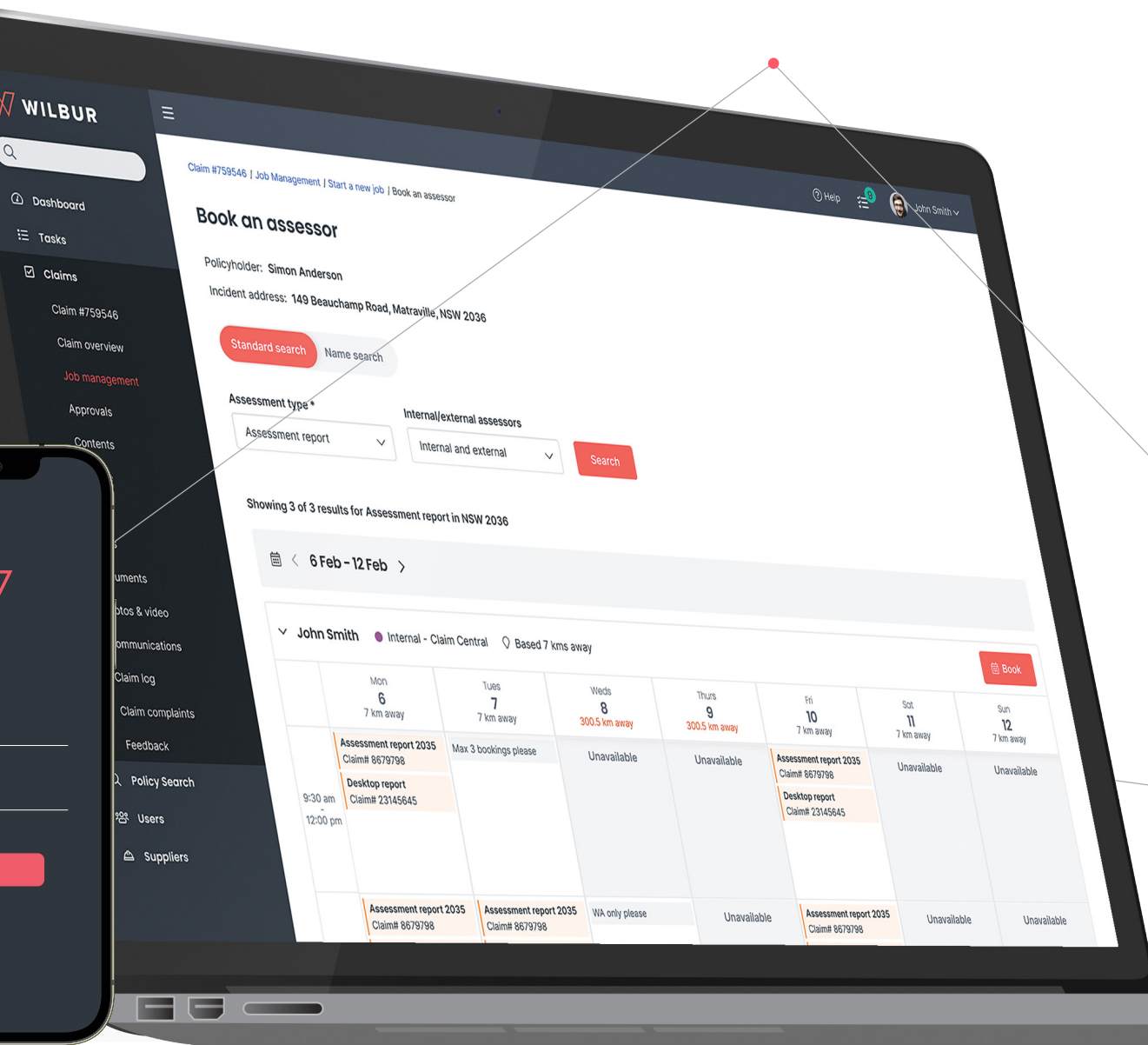
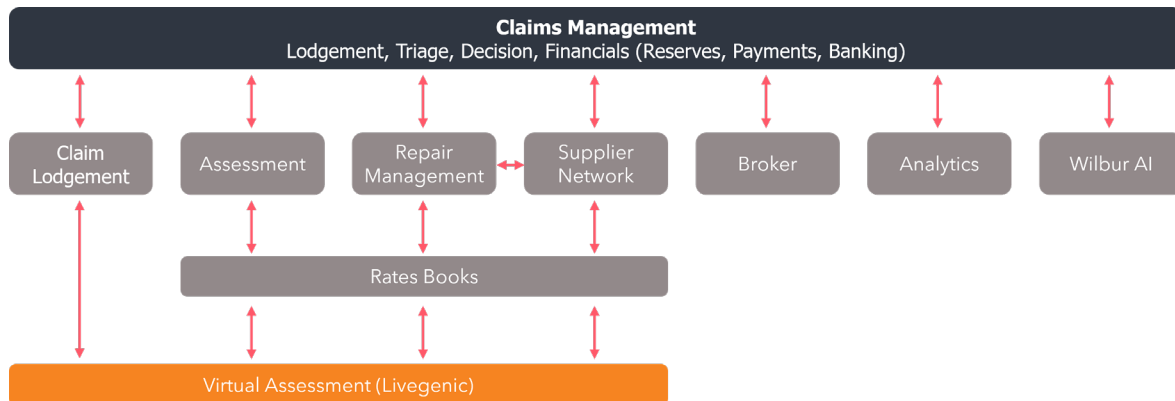
Easily scalable to manage fluctuating claim volume

The screenshot displays the Wilbur platform interface. On the left is a dark sidebar with a search bar and a menu containing: Dashboard, Tasks, Claims, Claim overview, Job management, Approvals, Contents, Go Live, Notes, Tasks, Documents, Photos & video, Communications, Claim log, Claim complaints, Feedback, Policy Search, Users, and Suppliers. The main content area shows a claim summary for 'Claim #759546 / Job management / Assessment report 10639' with the address '149 Beauchamp Road, Matraville, NSW 2036 | CAT 465987 | Region NSW-10'. Below this is a tabbed interface with 'Report details', 'Scope of Works', 'Forms', and 'Log'. The 'Scope of Works' tab is active, showing a table of items for 'Bedroom 1' and 'Dining'. Each section has a '+ Add Items' button and a 'Delete all \$0 items' link. The table columns are: Item name, Qty, Cost/UOM, Cost, and Actions. The items listed are painting-related tasks with quantities of 10 and costs of \$500.00. A red dot on the 'Bedroom 1' section header is connected by a line to a red dot on the 'Dining' section header. To the right of the main interface, a portion of a smartphone screen is visible, showing a login form with fields for 'Username' and 'Password', and a red 'SUBMIT' button.

Item name	Qty	Cost/UOM	Cost	Actions
Bedroom 1 3 items				
Painting				
RR - Paint door surrounds - inc jambs, architraves, trims, stops	10	\$50.00 / lm	\$500.00	[M] [X]
PP - Paint wall - external strip boards - inc trims - minor preparation required	10	\$50.00 / m2	\$500.00	[M] [X]
RR - wallpaper - mid range - includes removal and surface prep	10	\$50.00 / m2	\$500.00	[M] [X]
Dining 3 items				
Painting				
RR - Paint door surrounds - inc jambs, architraves, trims, stops	10	\$50.00 / lm	\$500.00	[M] [X]
PP - Paint wall - external strip boards - inc trims - minor preparation required	10	\$50.00 / m2	\$500.00	[M] [X]
RR - wallpaper - mid range - includes removal and surface prep	10	\$50.00 / m2	\$500.00	[M] [X]
Lounge 3 items				

Manage your claims, your way.

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



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

SOLUTION

WILBUR AI

Smarter, faster, more compliant claims – powered by AI.

- One click claim summary. Turn complexity into clarity
- AI assisted email drafting. Clear, consistent and fast communication
- Policyholder sentiment analysis. Spot and mitigate risk signals early
- Photo descriptions. Automatically tag and label photos

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

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.

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.

Easier compliance.

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

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.



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.

\$5.6b

Indemnity & repair
spend-through

1.4M

Claims managed
in the Wilbur ecosystem

90+

Clients globally

As of July 2025 globally.



WINNER
2024 Technology Standout Award
2024 Celent 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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