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How insurance firms are using sophisticated natural hazard tracking, analysis, and prediction to mitigate risk, reduce expenses, and improve service.

Weather events such as hail, wind, tornado, wildfire, and snowstorms cost insurers in the United States and Canada millions of dollars per year.

To better manage the effects of natural perils on their bottom line, insurers are employing Verisk Insurance Solutions’ Respond™ data and analysis service to improve their claims management decisions, activities in the field, IBNR (incurred but not reported) analysis, and predictive analytics for claims.

Respond Natural Hazard Analysis and Forecast Service

Insurance use our science to estimate and analyze losses from natural hazards, reduce loss adjustment expenses, and improve customer service.

Hail severity locations combined with PIF are a vast improvement over traditional weather data.

Respond analysis overlaid on your policies in force (PIF) visualizes policyholder locations and coverage values with a high probability of exposure to damaging hail or other perils.

For claims outside the storm swath, we can help you determine which properties were damaged in a previous storm or might need more investigation.

8 reasons insurers use Respond for claims weather intelligence

1. **Fast.** The most recent data is always available to you 24/7, including weekends and holidays.

2. **Easy.** Intuitive data and software service so you don’t require an analyst. No IT is needed.

3. **Accurate.** Minimum threshold and severity are calibrated with insurance claims.

4. **Integrated.** Respond data analytics are integrated with the Verisk platforms your team uses already.

5. **Ultrahigh resolution.** Comprehensive, real-time, and post-storm assessments make it possible to determine the different perils for each neighborhood.

6. **Flexible.** The service is configured for your system and/or delivered through our web-based platform.

7. **Independent and proprietary.** Unique data and analysis are based on proprietary technology not available from the government or any other source.

8. **Comprehensive.** A deep catalog of storm events serves as a resource for claims diagnostic work.
Policy Impact Alert
Send alerts of impact, including loss volume and coverages on your book of business, by combining storm severity and PIF. Review the effect on homeowners and commercial properties from hail, wind, storm surge, and other perils.

Cat Treaty Recovery
Insurance companies have identified millions of dollars of additional catastrophe recoveries or classified losses using Respond. Insurers can determine the accurate date of loss related to hail and wind events by using claims processed and hail and wind history reports. By evaluating the pre- and post-event data, insurers can determine if a loss was part of a catastrophe event.

Respond helps insurers improve:
- Claims management decisions. Determine if a weather event should be designated a catastrophe. Quickly assess storm severity, number of claims adjusters and IAs needed, and locations where they'll make the most impact.
- Opportunities in the field. Contact policyholders quickly after an event to enhance customer loyalty. Screen claims and identify potential fraud.
- IBNR analysis. Estimate affected policies within hours of an event. Estimate volume of claims incurred but not yet reported.
- Predictive analytics for claims. Improve predictive modeling for claims volume and pace. Our analysts can work with your team to leverage our proprietary algorithms and Verisk Analytics cross-industry data to predict the impact of a storm in the context of your book of business. We can provide expert interpretation and commentary on the analysis.

Respond Maps Visualize Storm Impact by Neighborhood

Severe Windstorm Assessment

Verisk is the first provider of windstorm analysis for the United States and Canada, integrating comprehensive wind data into workflows for claims and underwriting within hours of the storm. View broad areas and zoom into neighborhoods.

Hurricane Windspeed and Coastal Impact

The hurricane forecast and analysis help you estimate potential impact by providing wind speed (shown) and storm surge analysis. For gusts and sustained winds throughout the tropical cyclone or extratropical storm, the reports take into account the local and upwind surface properties of the land surface to provide a high level of local detail.
The wildfire damage path assessment relies on satellite imagery analysis and other proprietary techniques.

Throughout the fire event, claims and underwriting teams receive updates indicating areas of new burn (shown in orange and magenta), accumulated burn (green), and hot spots of active fire. These help insurers determine moratoriums, as well as claims response for policyholders.

**Comprehensive Peril Suite**

Respond claims-focused weather analyses are based on radar, computer models, satellite imagery, and Verisk Analytics industrywide claims data.

Respond analytics have been applied to events including:

- Hail
- Hurricanes
- Wildfire
- Rainfall
- Windstorms
- Tornadoes
- Snow and Ice
- Storm Surge

Insurers can apply our solutions to help improve customer service, achieve more accurate risk selection, and lower claims expense.

Our innovations draw on disaster risk models from AIR Worldwide, vertically integrated data from Verisk Analytics, and environmental data and expertise from Atmospheric and Environmental Research (AER).
Respond: Providing a Better Claims Process

Respond is the natural hazard analysis and forecast service that reduces loss and loss adjustment expenses and cycle times by delivering accurate, location-specific analytics integrated into the claims workflow.

Using Respond, catastrophe teams quickly and accurately:

- Determine resource demands
- Place staff in the optimal locations
- Match claim complexity with adjuster experience levels
- Increase the accuracy of early-stage bulk reserves
- Validate the date of loss of each claim
- Detect potentially fraudulent claim patterns quickly
- Escalate claims earlier to special investigations unit personnel when warranted
- Realize rapid and sustained improvement in operational process and policyholder satisfaction
- Improve predictive modeling
- Improve catastrophe treaty classification and recovery
How Respond Integrates with Claims Workflow

Respond natural hazard data, processing, and software enable a faster, more efficient, and accurate claims workflow.

As the storm is in progress, your claims department can quickly and accurately determine the severity of the storm and its impact on PIF in near real time and decide whether to call for additional adjusters.

The claims operations manager receives analytics for weather events at home, on the road, or in the office. The claims manager can easily visualize the storm impact through highly detailed maps. Verisk generates the Respond results in near real time using proprietary algorithms based on analysis of single- and dual-polarization data (approximately 1 terabyte of data each day).

The data gives claims managers a consistent and highly accurate assessment of the weather every few city blocks—more than 1,000 unique observations in a large metropolitan area. Zooming in on the map, claims managers not only see where the hail or another peril occurred and how severe it was, they can also map that data to their insured locations. At a glance, the detailed picture shows how many insureds were likely to have been exposed. Using this information, the claims team can accurately estimate the potential claims volume and make an informed decision on the resources needed to respond proactively.

They can easily accomplish all this within hours of a storm without the need for deep analytic skills or outside consulting.

Enterprisewide Consistency
Across the entire claims team, Respond provides a consistent view of the storm impact for every policy, geocoded by address.

This consistent view can be extended enterprisewide when used in conjunction with other Verisk Insurance Solutions services, such as:

- Benchmark™, Benchmark for XactAnalysis®, and Benchmark for Xactimate®—the historical database of address-specific natural hazards, providing property reports of hail, wind, rain, and lightning history
- Hail Risk Score® and Hail Damage Score®—underwriting risk tools, powered by the Benchmark database
Want to know more?
To learn how we can help you manage weather-related risks and claims, contact us at 1-800-424-9228 | sales@Xactware.com | Xactware.com.
Xactware provides sales and support for the Benchmark and Respond products from Verisk Insurance Solutions.