

## Shift Fraud & Risk

# AI agents to empower the SIU

Shift agents enable investigators to detect and prevent fraudulent claims and policy risks with accuracy, speed, and impact.



**5/10**

Top global insurers



**4B+**

Policies, claims, and documents analysed to date



**350M+**

Policyholders globally benefit from Shift solutions

## Agentic AI to fight fraud efficiently

### Expand fraud visibility

Uncover hidden patterns and complex fraud by unifying data partners, documents, entities, claims and policy data

### Optimise detection

Identify anomalies in applications, invoices, documents or suspicious treatments related to claims and prioritise high-impact cases for investigation

### Increase impact

Proactively analyse suspicious activities to prevent fraud and support case investigations with insights

### Accelerate investigations

Automate routine investigative tasks and empower investigators with next best actions

## A complete approach

### Detect and prioritise

Analyses for fraud and automates triage for high-risk cases

### Build case details

Develops an investigation plan, guides investigators, and automates tasks

### Enhance insights

Proposes new fraud scenarios and modifications based on learnings

### Assist in research

Answers questions about alerts, cases, claims, documents, and policies

## Top insurers choose Shift

### Unmatched AI-ready data

Built on billions of insurance-trained, AI-ready data elements, Shift AI agents are built to deliver high quality outcomes that insurers trust

### Deep insurance expertise

More than a decade of industry experience with insurer processes, systems, and data enables Shift AI and teams to anticipate and drive lasting transformation

### Human + AI collaboration

Human-in-the-loop by design, Shift Agents work alongside experts, ensuring every action is transparent and auditable

### Demonstrated impact

Trusted by the world's leading insurers to turn reactive processes into real-time results: lower losses, faster cycles, and superior customer experiences

# Smarter Fraud & Risk management

## Insight-powered alerts

Claims are analysed and enriched with data to uncover schemes before they spread.

## Document analysis

Automatically extract and validate invoices, IDs, medical records and metadata.

## Autonomous investigation

Repetitive steps performed automatically to drive efficiency.

## SIU visibility and control

Real-time metrics on workload and AI scenarios to optimise teams.

## Robust agents

Detection, triage and cases coordinated seamlessly with intuitive UIs to assist.

## Explainable AI

Insurance-specific AI models with clear, transparent reasoning investigators can trust.

## Generative AI summaries

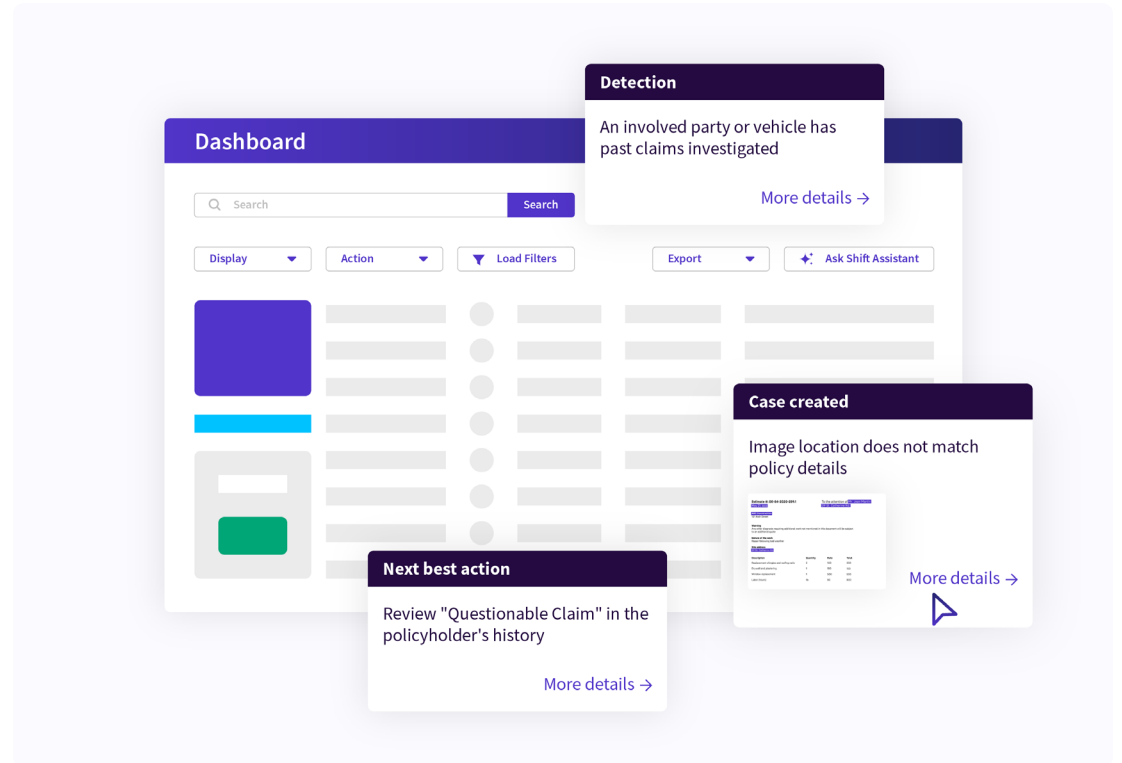
Concise case briefs and next steps delivered automatically for faster triage.

## Domain specific assistant

Interactive UI agents to consult and assist with research.

## Proven impact

AI, visualisation and workflow combined to stop millions in network fraud exposure.



## About Shift Technology

Shift delivers AI agents that transform insurers' most critical work. By combining deep industry expertise and unmatched data resources, Shift provides proven results that have earned the trust of hundreds of the world's leading insurers. Our insurance-grade AI is accurate, explainable, and secure—empowering human experts to move with unmatched speed, total confidence, and a renewed focus on the people they serve.

Learn more at [www.shift-technology.com](http://www.shift-technology.com)

**SHIFT**