

Shift Fraud & Risk

AI agents to empower the counter fraud organisation

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



5/10

5 of the top 10 global insurers



4B+

policies, claims, and documents analysed to date



350M+

policyholders globally benefit from Shift solutions

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

Agentic AI to fight fraud efficiently

Expand fraud visibility

Uncover hidden patterns and complex fraud. Enrich claims and policy data with diverse external data sources and document analysis for deep contextual insights.

Optimise detection

4x higher acceptance rate

Identify anomalies in applications, invoices, documents or suspicious treatments related to claims with clear explainability to validate and automate acceptance for investigation.

Increase impact

Delivering up to 61% impact rate

Proactively analyse suspicious activities to prevent fraud and support case investigations with next best steps and guidance for more effective resolution.

Accelerate investigations

5x faster investigations

Automate routine investigative tasks such as document review, evidence corroboration, report generation, and team correspondence to empower investigators with next best actions.

Strategic insurers choose Shift

Unmatched AI-ready data

Built on billions of insurance-trained, AI-ready data elements, Shift AI agents are purpose-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 human 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 with unrivalled 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 act with unparalleled speed, complete confidence and a renewed focus on the people they serve.

Learn more at www.shift-technology.com/en-gb

SHIFT

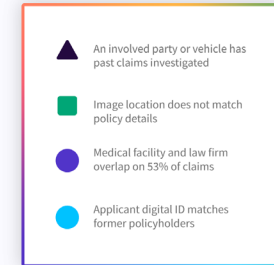
Assess

Analyses policies, claims and documents for fraud risk



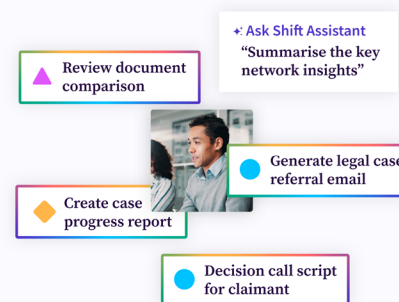
Prioritize

Provides explainable analysis brief and 1-click case creation



Advise

Develops actions and answer questions to guide investigators



Act

Automates data requests, reports, and routine communications

