Shift Claims Agentic AI to transform every claim

Claims transformation strategies based on business rules can't handle the nuances and complexity of the real world, leading to losses, inefficiency, and frustrated customers. Shift Claims transforms every claim — simple or complex — for a more accurate and efficient claim experience.

Al agents with Claims expertise

Shift's AI Agents are built with expertise on how the claim process should work, continuously learning through Shift's insurance common sense layer. At work for customers in some of the most complex lines of business as well as the simplest, Shift's AI Agents assess, triage, advise, and automate claims.

AI and human collaboration

Designed to work with Claims teams, Shift Claims provides assistance and advice, while insurers maintain full control of AI Agent deployment and a clear view into performance.

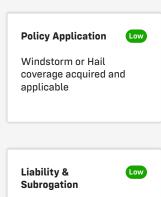
Seamless integration

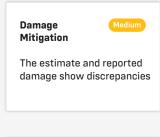
API integrations with claims management, communication, policy, document management, and payment systems to accelerate and automate. Optional FNOL Agent empowers policyholders, handlers, and third parties with guidance from first notice of loss.

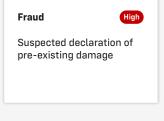
Shift Claims AI Agents

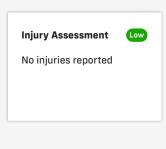
Assessment Agent

Extracts, structures, and analyzes every claim event and document for 7 forms of complexity









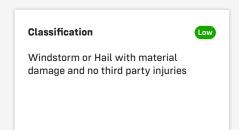


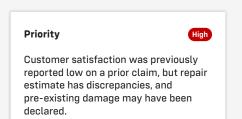




Triage Agent

Classifies the claim, scores based on priority, severity, urgency, or other risks, and assigns the claim to the appropriate handler or Agent

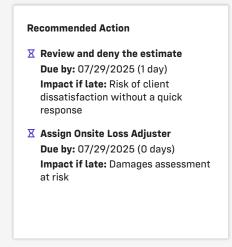


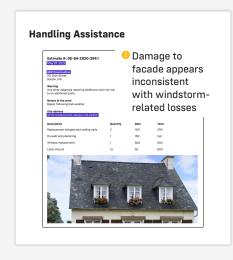


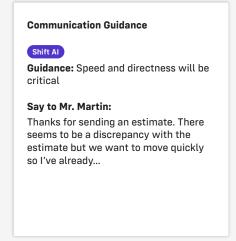


Advisor Agent

Dynamically guides handlers with Generative AI assistance and Agentic AI advice for the highest accuracy and efficiency on complex claims.

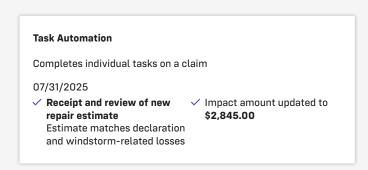






STP Agent

Agentic straight through processing of claims and automation of tasks within a claim



Claim Automation Completes all tasks required on a claim 08/04/2025 ✓ Payment Made to X3820 \$2,845.00 ✓ Email Confirmation Sent Vipdated Final Impact \$2,845.00 ✓ Updated Adjuster Expenses \$135.00

SHIFT

About Shift Technology

Shift Technology is the leading AI platform for insurance. Shift combines generative, agentic, and predictive AI to transform underwriting, claims, and fraud & risk—driving operational efficiency, exceptional customer experiences, and measurable business impact. Trusted by the world's leading insurers, Shift delivers AI when and where it matters most, at scale and with proven results.

Learn more at www.shift-technology.com.