

SHIFT

Advanced AI and insurance expertise to find and stop document fraud

Manipulation and generation of insurance documents has become a cutting-edge challenge for insurers. Shift's Generative AI and predictive analytics combines with insurance expertise to detect generated, manipulated, or re-used images and documents, and fraud suspicion based on extracted document data.

Document modification

Detection of inconsistencies in numbers, names, and document details that may indicate manipulation

May 21, 2025

Metadata analysis

Review of document dates, authors, location, or history compared to relevant claim or policy information to find inconsistencies

Created: 27/03/2022 14:41:29
Modified: 01/05/2025 07:13:08
Claim Date: 24/04/2025 16:00

Estimate #: DE-84-2020-259.1

May 21, 2025

ABC Construction

101 Arch Street
Liverpool L3 8NA

Warning

Any other diagnosis requiring additional work not mentioned in this document will be subject to an additional quote

Nature of the work

Repair following bad weather

Site address

39 St Catherine Road Liverpool L7 2PE

To the attention of Mr. Jean Martin

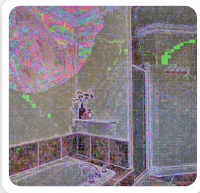
39 St Catherine Road
Liverpool L7 2PE

Description	Quantity	Rate	Total
Replacement shingles and roofing nails	2	100	200
Drywall and plastering	1	150	150
Window replacement	1	500	500
Labor (hours)	16	50	800



Image analysis

Multi-layer models to detect generated or manipulated images, and re-use from prior claims or public sources



Data analysis

Generative AI classification to extract and unify document data with insurer and 3rd party data, uncovering potential fraud

DETECTION

An involved entity has past claims investigated

2x

Document
Fraud Impact

Shift's document fraud detection goes further, using Generative AI to classify insurance document types, extract relevant data, and combine with insurer and 3rd party data for fraud analysis. The result is twice as much fraud stopped, compared to analysis of only the document.*

*based on Shift customer results



Insurance document expertise

Dozens of document classifications to gather the relevant data from photos, reports, invoices, personal identification, handwritten documents, and more across 7+ languages.



Seamlessly integrated

Available in both batch and real-time analysis, delivered via API or fully integrated with Shift's Claims Fraud Detection or Case Management

SHIFT

About Shift Technology

Shift Technology is the trusted AI partner to the world's leading insurers. Our innovative and explainable AI solutions help insurers reduce fraud and risk, streamline claims processes, and improve customer experiences. Shift delivers measurable business impact and lasting ROI by combining deep insurance expertise with cutting-edge technology.

Learn more at www.shift-technology.com.