

National Life Insurer

FNOD notices, beneficiary claims, and policy verification

Channels: Fax, mail, email, funeral home portals

THE ENGAGEMENT

A national life insurer's FNOD intake ran on offshore keying and manual OCR. Fax and mail arrived unstructured; death certificates lived in email threads. ClaimStream ingested every channel, extracted decedent data, verified against policy admin, and initiated beneficiary outreach within 4 hours of notice.

BEFORE / AFTER

BEFORE		AFTER WITH CLAIMSTREAM	
FNOD-to-payout cycle	23 days	FNOD-to-payout cycle	14 days
Touchless FNOD rate	12%	Touchless FNOD rate	82%
Beneficiary complaints	1,240 / yr	Beneficiary complaints	310 / yr
Compliance findings	17 / yr	Compliance findings	2 / yr
Fax processing lag	6.4 days	Fax processing lag	under 2 hours

“The audit trail alone changed our conversation with the regulator. Every FNOD now has a timestamped chain of custody.”

— Chief Compliance Officer

OUTCOME

9-day faster payout, industry-leading beneficiary NPS, and zero audit exceptions in the first year.