



In September, motor claims teams from across the Group came together for our International Motor Claims Forum. The Forum was established to support our motor claims teams to build and strengthen relationships across our markets and identify opportunities to enhance both the customer and colleague experience.

Through a mix of case studies and open discussions, colleagues explored shared ambitions to embed greater digitalisation into the claims process to enhance customer communications and drive efficiencies.

Key achievements shared in the forum included an update from the UK on its repair network transformation, which is improving outcomes for customers, the business and suppliers by securing capacity and reducing repair times, and a demonstration from our Spanish team on streamlining their claims process by using their GenAI solution to summarise complex police reports.

Our French business, L'olivier, shared how their commitment to tackling pain points in the customer journey had resulted in an increased Net Promoter Score.

The teams are focused on customer-centricity and delivering value, while empowering colleagues. The Forum is another example of our commitment to delivering continuous improvement with smarter, more efficient processes through shared learning and collaboration.

Emmanuel Bonte, Claims Analytics Manager at L'olivier, "We had a lot of fun and learned a lot during the Forum. It was also a great opportunity to deepen relationships with peers from across our businesses. It's so important for our customers that we keep meeting and sharing together – and I look forward to the next Forum!"