



Meet Notch, The AI Customer Support for Insurance

Notch is an autonomous support agent for insurers, MGAs, and TPAs that resolves tickets end-to-end, from policy servicing and claims intake to back-office validations, following your procedures and combining rules-based guardrails with LLM reasoning to resolve over 70% of tickets without compromising accuracy, compliance, or quality.

Notch enables insurance leaders to securely scale support, cut agent costs by 50% on average, reduce regulatory risk, and improve CX across high-stakes moments like FNOL, coverage questions, endorsements, billing, and payouts.



88%

Average reduction in time to full resolution of support tickets with 24/7 instant replies.

71%

Of support tickets automatically resolved end-to-end on average for leading brands.

The possibility of Notch with Insurance

Trusted by leading brands to deliver top notch customer experience in the moments that matter.

Accelerate claims cycle time

Deploy Notch to triage FNOL, request and validate documentation, detect potential fraud, and keep policyholders informed - eliminating backlogs and shortening time to payout without extra headcount.

Scale policy servicing without hiring

Automate high-volume requests like endorsements, coverage verifications, ID updates, and address changes. Service policyholders much faster while maintaining underwriting and rating rules.

State specific compliance safe support

From claims communications to cancellations and reinstatements, Notch automates complex and sensitive support tickets while adhering to state-specific timelines and regulations, maintaining compliance and boosting retention.

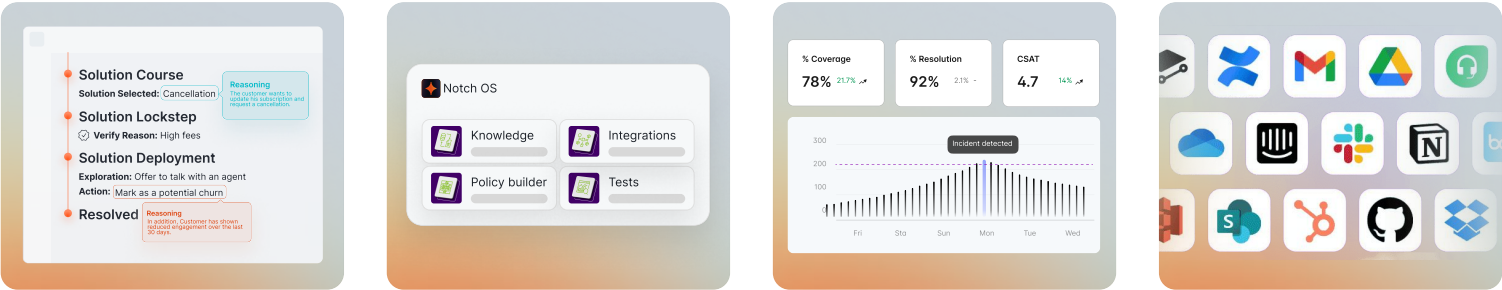
Adapt instantly to updates

When filings change or catastrophe events surge volume, procedures can shift overnight. Rapidly test new policies in the Notch testing suite and deploy in a single click - no need to retrain hundreds of agents.



Why partner with Notch?

Insurance organizations deliver faster and better CX to users with Notch.



Visibility & Audit Trail

With Notch you have visibility into each step of the AI decision-making process and the reasoning behind applied policies.

Making it easy to spot issues and iterate quickly. This also enables precise adaptation of procedures for variations in state or regional regulatory requirements, no matter the complexity.

Quick Implementation

Notch manages the entire implementation end-to-end with a dedicated team ensuring excellence every step forward.

Within 90 days, expect autonomous resolution of FAQs plus 30% of complex workflows like FNOL triage, endorsements, and billing issues, including training, validation, and internal handovers.

Insights & Analytics

Notch identifies gaps and opportunities for further automation by analyzing patterns in support interactions.

These insights surface trends like claim leakage drivers and common endorsement requests, enabling smarter decisions that improve both CX and operational efficiency.

Multichannel

Whether it's chat, email, in-app messaging, or voice, Notch helps resolve issues compliantly across every channel.

The tone and format of your agent's messaging will adapt to each channel, so policyholders get seamless support wherever they engage, without duplication or dropped cases.

How does it work?

Notch's AI agent will only handle tickets it knows how to resolve. Together with the implementation team, policyholders or clients start with the highest-impact policies and expand rapidly.

Underwriting	Claims	Billing	Compliance	Back office
Pre-bind	FNOL triage	Payments	State timelines	Escalations
Eligibility checks	Coverage checks	Refunds	Notices	Adjuster handoffs
ID verification	Status updates	Invoices	Data privacy	SIU alerts
Policy guidance	Docs validation	Address changes	Restricted risks	Account holds
Quote discounts	Repair scheduling	Endorsements	Tax guidance	TPA coordination
FAQs	Payout tracking	Reinstatements	Reporting	Audit logs