

A close-up photograph of a person's hands holding an iPhone box and a smartphone. The person is wearing a dark jacket and blue jeans. The iPhone box is silver with the Apple logo on the lid. The smartphone is black and is being held in a black protective case. The background is blurred, showing other people in a crowd.

# SETTLEMENT

# Be a part of something bigger

■ It is easy to neglect the settlement stage. But it actually is a great last opportunity to interact with your customers. Upptec Settlement provides an easy, fast and digital settlement for carriers – very few consider the conversion to a circular economy in the claim and settlement process.

Our goal is to enable an instant settlement, ensuring claimant can action the outcome of a claim as quickly as possible.

The best option for your policyholder is choice. More than a great payment type, it is the ability to give your customer the option to choose their preferred settlement method that will drive a great customer experience.



## What is Upptec Settlement?

A fully end-to-end digital experience for the policyholder

## Sustainable Settlement – The Upptec way of doing things:

Upptec is not only keen on keeping the insurer's productivity high and the claims processes efficient. Our product portfolio enables the claim

journey from inventory, valuation and creates a circular way of thinking which benefits society thanks to our Settlement product. We can also provide data via our Analytics product. Thanks to this way of working, we can also provide analytics that back up your sustainability goals. A fully end-to-end digital experience for the policyholder.

## Sustainable & Circular Contents Automation



## Go from claim to payout in seconds

Upptec Settlement gives your policyholder an element of choice. Easy, fast and flexible is what the consumers want. With Upptec's marketplace you can deliver that through Cash, replacement, repair or e-voucher with well-known brands for the policyholder to choose from.

As soon as the compensation of any claim is set, the confirmed amount can be spent on the portal in order to secure a fast and efficient way of reclaiming the specific items.



### FAST, EASY AND DIGITAL

Enabled by Upptec, the online marketplace can be white labeled with the carrier's brand.



### FREEDOM OF CHOICE

The policyholder can make a sustainable choice of settling with a refurbished product.



### E-VOUCHER AND CASH OPTION

The marketplace also enables settlement by e-voucher or a cash option powered by MasterCard.

from claim  
to payout  
in seconds



## Sustainability – is it on your agenda?

It's no news to anyone that sustainability is high on everyone's agenda. In 2020, major steps have been taken in the insurance industry to implement processes of a sustainable perspective. However, we are only at the beginning of what is to come. It's time to think circular or risk falling behind.

It's about freedom and being ok with what happens in life, no matter what. We have designed an insurance claim experience based on how people actually want to be treated.

The future of insurance will be digital – that's clear. It will also be green, and to fully harness the power of digital technology we need to rethink every aspect of the claim settlement process.

Settlement provides an opportunity to connect with your customers. It can also be a sustainable and green way of working with your policyholders.



## Values we bring in the Settlement stage

The value of sustainable settlements:

1

Utilizes marketplace ecosystems with a plug n play functionality with low effort from insurance company needed.

2

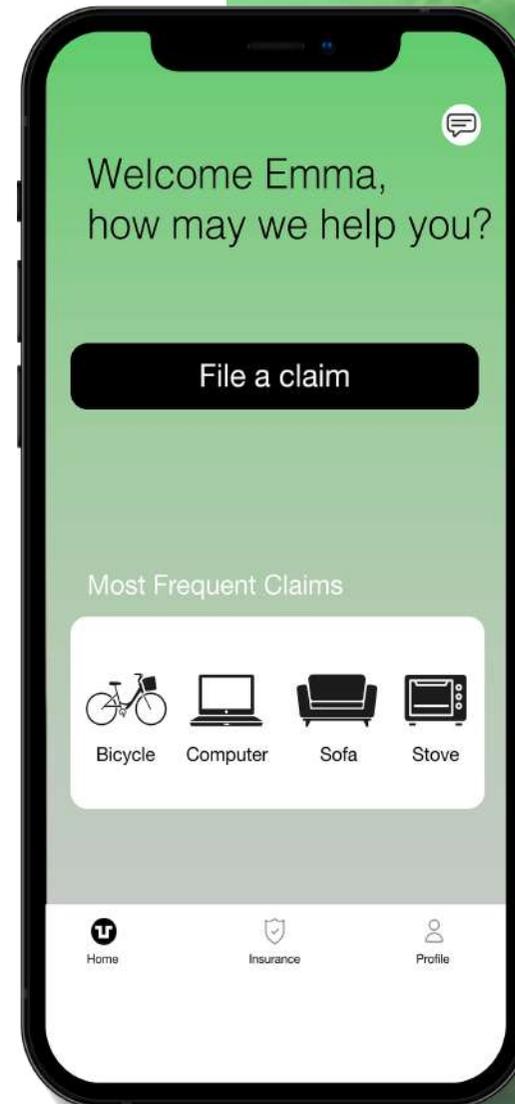
Customizable to the insurance company customer journey and existing retailer deals and processes.

3

Incentives for policyholders to recycle all possible contents creating revenue to the insurance company.

4

Generic voucher enable an open independent marketplace, online and physical.



## Technology – this is how it actually works!

Upptec Settlement provides a secure, reliable, swift and electronic claims settlement portal directly integrated with the contents claim automation solution – Upptec Valuation.

The portal is filled with electronic and physical gift cards together with a complete range of the payment and redeem options that the consumer demands.

On top of the purchase and payment options repair, swap and IT-recycling is available with partners to support the policyholder into making the best, environmentally friendly and most efficient settlement decision.

Upptec Settlement's portal has a plug-and-play functionality with a full 24/7 automation to guarantee the absolute highest availability. The portal can be customized with specific corporate design for the best customer experience.



## Our main focus: the insurer, the policyholder, the environment:

Value for the insurer:

### Carriers

1

#### **One single marketplace for contents**

**Settlement** – decreased admin burden for claim adjusters.

2

**Fraud mitigation** – “flagged” customers can be steered to automatically receive refurbished product and send back their old, rather than receiving cash (less likely to commit fraud if you just receive an exact replacement product and need to send the old product back).

3

**Cloud delivery** – enabling easy implementation and integration.

4

#### **Easier and safer decision making for claims adjusters**

– pre-determined set of rules provides an accurate xxx and minimizes the time spent on a claim.

Upptec helps the insurance companies keep the policy holder in a “closed loop” world. Meaning, responding to the customer’s need from A to Z in any potential insurance case.

The policyholder can rebuy, repair and swap in a one stop shop. And on top this, with a big touch of sustainability that reflects hugely positive.

The insurance company gets to have a chance to interact and communicate with its customers much more closely by using Upptec’s portal.

There is a commercial aspect where the insurance company can count on revenue based on all recycled goods which the portal can help generate.

## Value for the policyholder:

The value of sustainable settlement:

### Policyholder (Customer Experience)

1

#### **Seamless 24/7 digital customer experience**

– policyholders can enter the marketplace immediately after compensation to rebuy, repair, redeem cash and recycle insured objects.

2

#### **Instant Settlement – 24 hours product replacement**

– policyholder can receive a new device (brand new or refurbished) within 24 hours (sending their old device back for recycling within 30 days).

3

**Go green by selecting a refurbished replacement product** – while contributing by sending the old device back for recycling.

4

**One-stop-shop** – verified retailers and suppliers on one single marketplace branded according to corporate identity provides the possibility to handle instant settlement options both by pre-paid debit card, vouchers or instant cash-options.

Go green while  
contributing

## Value for the environment:

### Sustainability

1

**Easy collection of replaced products** – policyholders send defect products back.

2

**Choice to provide incentive for choosing refurbished products** – carriers can provide incentives to get policyholders to choose refurbished products (such as donating to a cause of choice or giving check for difference).

3

**Choice for policyholders to donate a part of their compensation to sustainable causes.**

4

**Quantified sustainability impact** – refurbished product choices and recycling of defect products can be quantified into specific measures such as reduced CO2 emissions.

There are obvious values we can add here. By helping policyholders to send goods back in a convenient way for repair helps the environment.

The portal helps customers to send goods back for recycling.

The portal helps customers to purchase a used, refurbished product.

Summarized all above can help to show that the dep. contributes to conserve the environment and results in “earning” CO2 bonuses for all parties

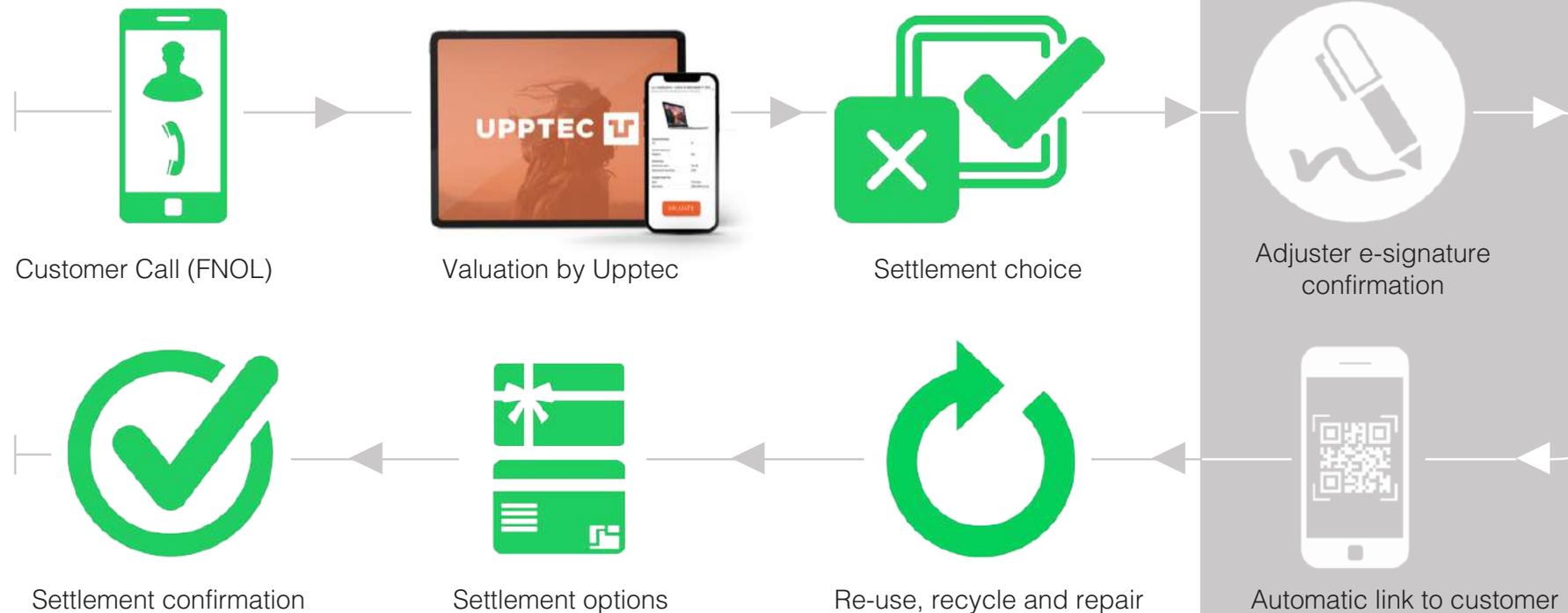
## A one-stop-shop for your policyholders – our retailer network

How do you make sure that the right customers end up at your doorstep willing to actually purchase something instantly?

With a completely new way of thinking, we can capture a potential customer who's not only looking for a specific item that your company can offer them, but they are also in the buying stage already at the first point of contact with you. And there's one more thing – the monetary means used for purchase – we've already taken care of.

## What is needed from you?

Well, nothing more than a click to increase your FCR and boost the customer experience:



## Refurbish is a smart choice

It's affordable – you're right, one of the most attractive things about buying a refurbished iPhone is the price. A new phone is not in everyone's budget.

It's a sustainable choice – did you know that most of the phone's emissions are caused during the production of the phone itself? Saving raw material means helping on the environment.

French people are most likely to purchase refurbished\*:

29%



20%



17%



\* source disclosure ...

10%

The market for refurbished smartphones makes up for 10% of the global smartphone market

# So what's in it for you?



Customer

Digital 24/7  
end-to-end  
solution

Flexibility  
& Freedom  
of choice

Sustainability  
options &  
circularity



Insurance  
company

Increase  
FCR

Boost  
Customer  
experience

CSR  
(sustainability  
reporting/  
metrics)