



Seamless claims experiences, every step of the way

Insurance claims adjusters spend a significant portion of their workday traveling to inspect damaged properties, meet with claimants and consult with experts.

The ability to provide timely and personalized service can have a significant impact on customer experience and as a result, loyalty.

Samsung's field-ready **Connected Claims** solution empowers adjusters to optimize their time on the road and with customers by delivering the technology needed to work productively wherever, whenever they need it.

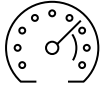
Combine the power and functionality of Samsung Galaxy smartphones and tablets with the PC-like capabilities of Samsung DeX in Vehicle, allowing agents to seamlessly transition between devices.

Backed by the protection and control of Samsung Knox, agents are better supported in the field with on-device Knox Security and Knox Suite's optional tools to help manage and analyze the fleet. From fender to field, Samsung has your claims adjuster team covered every step of the way.

Insurance industry trends

- Customer loyalty at risk**
 Nearly **74%** of dissatisfied customers have or are considering changing insurance companies.¹
- Decreasing workforce**
 The US Bureau of Labor Statistics found that the insurance industry could lose around **400,000** workers through attrition by 2026.²
- Increase use of AI**
 AI adoption in insurance has grown by **25%** in the past year, and by 2025, it is estimated that **95%** of customer interactions in the insurance industry will be facilitated by AI.³

SAMSUNG



Boost adjuster productivity

Samsung delivers the functionality and connectivity agents need to be productive from anywhere. With Connected Claims, an adjuster can use their selected Samsung Galaxy tablet⁴, smartphone with Galaxy AI⁵ or rugged devices to document damage, record customer statements and even translate customer interactions in real-time to overcome any language barriers.

When they return to their car, they simply dock their device and use DeX in Vehicle to continue their work with the advantages of a full-size keyboard, expanded view of a monitor and precision of a trackpad.



Do more with less

Connected Claims delivers a familiar experience on a Samsung tablet or smartphone, eliminating the need for adjusters to carry additional laptops or install bulky in-vehicle computers to work effectively on the go.

With Connected Claims, you can streamline your IT operations with a reliable mobile-first claims processing ecosystem that supports agents in the field, potentially reducing the total cost of ownership by up to 50%.⁶



Manage risk through advanced security and precise control

Safeguard critical data with Samsung Knox Security's built-in, hardware-level device protection. Optional Knox Suite⁷ tools provide an all-in-one device management solution, empowering your IT team to remotely monitor, manage and troubleshoot devices with ease.

Ensure adjusters' devices are up to date with Knox E-FOTA, which enables real-time, over-the-air software updates to your entire fleet of devices.

Why Samsung?

We bring the collective power of our financial services expertise, comprising our dedicated team of collaborators, trusted partners and investments in mobile innovation, to forge a partnership with you. Samsung has a long history of working with financial institutions to develop strategic, innovative solutions to assist you at every stage of your journey.

Interested in learning more about Samsung's Connected Claims solution? Contact your account manager or request to speak to a financial services expert here: samsung.com/finance/

SAMSUNG

Product Support 1-866-SAM4BIZ

Follow Us



youtube.com/samsungbizusa



@SamsungBizUSA

©2025 Samsung Electronics America, Inc. Samsung Galaxy, Galaxy AI, Samsung Knox Suite, DeX in Vehicle and Samsung Knox are trademarks of Samsung Electronics Co., Ltd. Other company names, product names and marks mentioned herein are the property of their respective owners and may be trademarks or registered trademarks. Appearance of devices may vary. Screen images simulated. Printed in U.S.A. CC-ONEPAGER-JAN25MG

¹ Accenture - [Getting it right: Why is claims satisfaction so high?](#) ² Insurance Business - [US insurance sector to lose around 400,000 workers by 2026](#) ³ Insurance Business - [AI, cyber threats, and third-party risks: The evolving insurance challenges of 2025](#) ⁴ Galaxy AI supported on select flagship devices. ⁵ Galaxy AI features will be provided for free until the end of 2025 on supported Samsung Galaxy devices. ⁶ Potential savings based on internal data comparing average cost of initial hardware, software updates and equipment lifespans. ⁷ Knox Suite requires purchase of separate license.